

**COORDINATED PUBLIC TRANSIT-HUMAN SERVICES
TRANSPORTATION PLAN
FOR THE OKI REGION**

FINAL VERSION



Ohio • Kentucky • Indiana
Regional Council of Governments

Adopted August 9, 2007

ABSTRACT

TITLE: Coordinated Public Transit-Human Services Transportation Plan for the OKI Region

DATE: August 9, 2007

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AGENCY: The Ohio-Kentucky-Indiana Regional Council of Governments is the Metropolitan Planning Organization (MPO) for the Greater Cincinnati area. OKI works on an array of regional issues related to transportation planning, commuter services and air and water quality.

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REPORT

ABSTRACT: The preparation of the Coordinated Public Transit-Human Services Transportation Plan is a requirement of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) adopted on August 10, 2005. Projects selected for funding under the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (Section 5316) and New Freedom (Section 5317) programs are to be derived from a locally developed, coordinated public transit-human services transportation plan developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.

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INTRODUCTION

The passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: a Legacy for Users (SAFETEA-LU) on August 15, 2005 added programs and incorporated changes to existing programs initiated in its predecessor legislation, the Transportation Equity Act for the 21st Century (TEA-21). Among the changes is a requirement to develop a coordinated public transit-human services transportation plan (Coordinated Plan) for implementing the 49 U.S.C. 5310, 5316 and 5317 programs. (Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute (JARC) and New Freedom Programs).

The Federal Transit Administration (FTA) developed guidance to assist meeting the requirements for implementing these programs. SAFETEA-LU requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities, JARC and New Freedom programs be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private and nonprofit transportation and human services providers and participation by the public.” While SAFETEA-LU does not define “coordinated plan”, FTA defines the plan as a unified, comprehensive strategy for public transportation service delivery that (1) identifies the transportation needs of individuals with disabilities, older adults and individuals with limited incomes, and (2) lays out strategies for meeting these needs and prioritizes services.

The following key elements are the goals for the OKI Coordinated Public:

- Goal 1 An assessment of transportation needs for individuals with disabilities, older adults and persons with limited incomes;
- Goal 2 An inventory of available services that identifies areas of redundant service and gaps in service;
- Goal 3 Strategies to address the identified gaps in service;
- Goal 4 Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources;
- Goal 5 Prioritization of implementation strategies.

OKI will conduct the following work to ensure these goals are achieved with the Coordinated Plan:

- Identify existing conditions
- Establish needs and problems—identify gaps and duplication areas
- Propose recommendations, solutions and alternatives
- Present a prioritization process that includes a selection process with methodology and scoring criteria

The United We Ride Framework for Action was reviewed, as suggested by FTA, and utilized in developing the OKI Coordinated Plan. Further, the Facilitator's Guide was used during a Public Roundtable meeting that OKI hosted in December 2006 to meet plan objectives.

The Ohio-Kentucky-Indiana Regional Council of Governments (OKI), as the Metropolitan Planning Organization (MPO) for the Greater Cincinnati Region, was designated the Designated Recipient for JARC and New Freedom federal funds (Sections 5316 and 5317 of 49 U.S.C., as amended by SAFETEA-LU) in the Cincinnati urbanized area by the Governors of Ohio and Kentucky. Copies of this designation are shown in Appendix A.

The transit agencies in the region, which are current Section 5307 designated recipients, all supported the designation of OKI as the program sponsor for the JARC and New Freedom federal programs. This designation helps avoid any potential conflicts of interest with the transit agencies who may apply for these funds. The designation applies only for the JARC and New Freedom federal funds. Resolutions of support are shown in Appendix C.

OKI will lead the selection process to determine which projects in the Cincinnati urbanized area will be funded with JARC and New Freedom federal funds. These projects will be incorporated in the metropolitan and statewide transportation plans, Transportation Improvement Programs (TIPs), and Statewide Transportation Improvement Programs (STIPs).

PUBLIC PARTICIPATION AND THE PLAN DEVELOPMENT

OKI began the process of developing the Coordinated Plan during the summer of 2006. On July 17, 2006, OKI hosted a meeting with representatives from the Ohio Department of Transportation and transit agencies in the OKI region. The purpose of the meeting was to review the federal requirements for a coordinated plan, to discuss the funding allocations for the Cincinnati urbanized area and to determine the next steps in meeting the requirements. A copy of the agenda, sign-in sheet and allocations is shown in Appendix B. The Review, or Oversight Team, was formed at this meeting to oversee the development of the Coordinated Plan.

A second Oversight Team meeting was held on July 31, 2006 to review the potential uses of JARC/New Freedom federal funds, a review of preliminary plan components, a proposed timeline (which was amended at a later date) and a list of existing Ohio 5310 recipients. Materials from this meeting are also shown in Appendix B.

In addition, the Oversight Team recommended that OKI become the designated recipient for federal JARC/New Freedom funds and requested resolutions of support from the transit agencies serving the region. As mentioned previously, copies of these resolutions of support from the transit agencies, plus one from Senior Services of Northern Kentucky, are shown in Appendix C.

The Oversight Team met on August 29, 2006 to finalize the JARC/New Freedom Transportation Survey and review the agencies in the Cincinnati urbanized area on the mailing list. On September 25, 2006 the survey was mailed to 164 agencies in the OKI region. These agencies include private transportation providers, public transportation providers and human/social service agencies. A copy of the survey and list of the agencies that received the survey is shown with other Oversight Team meeting materials in Appendix B.

Forty-four of the 164 surveys (27%) were completed and mailed back to OKI. Copies of the completed surveys are shown in Appendix D. The Oversight Team met on November 6 to review the information contained in the surveys. Maps of service areas were prepared to help identify existing gaps in service and overlapping, or redundant, transportation services. It should be noted that in cases where two agencies provide transportation in the same area, services may not necessarily be redundant. The agencies may provide service to two different populations and/or operate service under restrictions placed upon them by their funding sources.

A Public Roundtable was held on December 5, 2006 to gather input into the plan development. A second public meeting was held on July 12 to review the contents of the plan before it is presented to the Executive Committee in August.

IDENTIFICATION OF EXISTING CONDITIONS

Goal 1: Assessment of Transportation Needs for Individuals with Disabilities, Older Adults and Persons with Limited Income

On December 5, 2006 OKI hosted a JARC/New Freedom Roundtable meeting to gather input from transportation providers, human/social service agencies and the public at large. This meeting was held to assess the transportation needs of individuals with disabilities, older adults and persons with limited income. More than 35 persons from a wide variety of organizations attended the meeting. Materials from the Roundtable meeting, including the agenda, facilitator training guide, meeting announcement and sign-in sheets are shown in Appendix E.

The Roundtable meeting provided an opportunity for staff from OKI and the Ohio Department of Transportation – Office of Transit to present the requirements for a Coordinated Public Transit-Human Services Transportation Plan. During a portion of the meeting, attendees were grouped according to their county of operation or residence. The four counties in Ohio met in separate groups. The three counties in Northern Kentucky were grouped together into one group. The smaller group size enabled more in-depth discussions and sharing of information.

Facilitators and note-takers were present in each group to develop a list of service area gaps or transportation needs. In addition, each group was asked to identify strategies that could be used to address the identified gaps in service. These strategies could include the coordination of transportation activities to more efficiently utilize the available resources. Notes from the small group discussions are shown on the following pages. Projects with an * indicate the three top gaps identified per group. These notes help assess the transportation needs in the region for the JARC and New Freedom programs.

In addition to the Transportation Roundtable meeting on December 5, 2006, OKI sought input from the general public concerning the transportation needs for individuals with disabilities, older adults and persons with limited income through a survey on the agency's website. The survey was designed to gather opinions on the existing transportation services available in the OKI region. Twenty-three (24) responses were received and the completed surveys are shown in Appendix F. The surveys reinforced some of the findings from both the transportation providers' survey and information from the Public Roundtable meeting. For example, the lack of transportation to employment sites for 2nd and 3rd shift jobs was cited as a problem in almost the entire region by current transportation providers, members of the December Roundtable meeting and the general public. In addition, transportation to hospitals and medical appointments was identified as a need in the region.

Notes from JARC/New Freedom Roundtable small group meetings:

** Indicates top three gaps identified by group*

Butler County:

- Passenger affordability, no local funding*
- 2nd and 3rd shift rides to work and back home (West Chester, I-75 corridor)
Rides to work needed anytime*
- Insurance issues/restrictions
- Medical appointments crossing county lines (BCRTA operates up to 3 miles outside the Butler County line) [BCRTA has recently reduced its service area and does not currently operate outside the Butler County line]
- Unaffiliated/non-subsidized/not agency sponsored such as TANF or Medicaid
- Need for regular service:*
 - Fixed route connecting Hamilton to Middletown and Hamilton to Cincinnati is needed.
 - Demand-response service
- Individuals with disabilities:
 - Agency dollars—restrictions/non-program types of trips
 - Quality of life issues—i.e. banking, hairdresser and visiting family
 - Falling through the cracks—examples: county lines, local access
 - Caregivers
- Elderly:
 - Specialized requirements
 - Assistance—on/off vehicles, with groceries
 - Fear-factor associated with public transit
 - Sustainability
 - Training “how to use”
- What is working?
 - Express bus to Reds Games
 - Park and Ride
 - Shopping shuttle

Notes from JARC/New Freedom Roundtable small group meetings:

** Indicates top three gaps identified by group*

Clermont County:

- Urban vs. rural nature of county (split down middle geographically with the western portion being urban and the eastern portion being rural).
- Importance of Clermont Transportation Connection (CTC) to the county, cutbacks affect many agencies such as Clermont Counseling Center, Recovery Center, etc. Agencies use vouchers for transportation. Untreated mental health will have domino effect. Need for coordination between agencies in the county and CTC for transportation services.*
- Vocational training—need for transportation for 2nd and 3rd shifts in county*
- Coordination of CTC and social services transportation needed. Service to senior citizens' centers
- CTC conducted survey and found there were a lot of trip denials, approximately 7,000/year
- Urban shuttle to downtown vs. in county service
- Rural service (eastern portion of county)—lack of service during daytime, evenings and weekends. Citizen in rural areas less likely to venture out of their area into the rest of the county
- Lack of service between rural areas and urban areas within county—Amelia, Eastgate and Milford
- Operating funds more an issue than capital
- Gap in funding for transportation when CTC went from being a rural transit system to an urban transit system—loss of operating dollars*
- Hours of available service are limited

Notes from JARC/New Freedom Roundtable small group meetings:

** Indicates top three gaps identified by group*

Hamilton County:

- Buses do not run 24 hours a day. Second and third shift gap in service—most bus routes end at 7:00 p.m. Need more 2nd/3rd shift routes (middle of the night service)*
- Recreational needs for wheelchair is limited
- Airport transportation—just getting around (family, shopping, safety issue)
- Physical restrictions for pick-up and drop off areas
- Door to door service needed more than public transportation due to disability
- Jobs in rural area more than in city—lack of transportation
- Curb to curb/door to door—when weather is inclement, difficult to access
- Quality of life trips are limited—non-medical trips
- Limited income burden on transportation available for people
- Outside I-275 loop, there are no transportation alternatives available
- Throughout Hamilton County not easily accessible for transportation—affects employers, housing, etc. Examples—Sharonville, Blue Ash, Springfield Pike
- Funding shortage—routes cut because of lack of funds
- Bus pass needed to match local funds—job training incentive for individuals to get to work
- SORTA set up charitable fund to provide funds for individual transportation needs (limited funding)
- Tokens purchased for the transportation then reimbursed dollars back for transportation use
- Funding from other agencies—charitable donations to use.
- Driving at night for elderly difficult—have no access to downtown or just getting around such as eye doctor, medical doctor, dentist, grocery, shopping—affects low income as well
- Eligibility issues—coordinating and directing individuals to services needed on individual basis.*
- More service providers needed in Hamilton County
- New facility locations need to have accessibility to public transportation
- Accessible taxis do not exist. Need lift equipment, be portable, dollars for mileage and no show reliability*

Notes from JARC/New Freedom Roundtable small group meetings:

** Indicates top three gaps identified by group*

Warren County:

- Criteria for drivers, different agencies cannot share drivers
- Funding restrictions prohibit coordination/sharing resources*
- Assistance—amount provided [not sufficient]
- Need for personal care assistant
- Gap of service—eastern portion of Warren County
- Disabled, person over and under 60 need door-to-door service
- Limited hours of service—need to be expanded* (early morning, late evenings and weekends)
- People are calling [WCTS] because they can't get rides
- Need for "satellite" hub to better serve the entire county
- Jobs and development at sites along I-71 and I-75 corridors, but lack of employees [no transit service available to sites]
- Capital dollars for vehicles, software, etc.
- Scope of [transit] service has not changed within county for 20 years, but the population has grown significantly
- Staff training
- 2012, loss of operating funds* [potential shift from rural funding to urban funding for WCTS]

Notes from JARC/New Freedom Roundtable small group meetings:

** Indicates top three gaps identified by group*

Northern Kentucky:

- Reverse commute is employment related
- Single mothers getting kids to daycare
- Cross system travel—serving multiple destinations, extended travel time
- Complexities of transfers
- No longer centralization of employment—difficult to get people to every place of employment
- Need later routes for 2nd shift entry level workers—people are losing jobs because of a lack of transportation.*
- No weekend service or late routes to: Hebron, Wilder, Alexandria, Taylor Mill, Independence, Walton, Burlington, Richwood, South Florence and manufacturing areas. Transit doesn't accommodate 2nd and 3rd shift workers. Weekend service is critical.*
- Changing of shift times in manufacturing—work hours no longer 8 to 5
- Critical mass no longer exists to be easily served with traditional bus route—geographically and number of people.
- Long distance from bus route to home (example is Gateway College)
- Service model no longer fits the need.
- Anything outside I-275 is difficult to serve.
- Everything is dynamic—constantly changing.
- No one place to access paratransit information*
- TANK is reducing service area, still more than ADA requires—won't be accepting new clients outside of area (figure 1).
- Senior Services is only running in rural Boone County for paratransit (non-profit)
- No paratransit service in Boone County after 4 p.m.
- Dedicated service for paratransit in Northern Kentucky is non-existent for the existing needs. More need than demand is being served.
- Lead time is inconvenient—2 week window. Try to accommodate emergencies, but not always possible.
- Public housing is moving out to the suburbs
- Urban to urban

ESTABLISHMENT OF NEEDS/PROBLEMS

Goal 2: Inventory of Available Services that Identifies Areas of Redundant Service and Gaps in Service

One of the first steps in developing the Coordinated Plan was to inventory existing transportation services available in the region. This inventory includes information on public transit operations, private transportation operations and transportation services operated by or through human/social service agencies. OKI staff reviewed surveys developed by the Butler County Regional Transit Authority, the Butler County Transportation Coordination Project and the Clermont County Transportation Service Coordination Study for use in developing the JARC/New Freedom Transportation Survey. The Oversight Team provided additional input in finalizing the survey to ensure all necessary information was collected.

Completed surveys were due to OKI in October 2006. Forty-four of the 164 surveys mailed (27%) were completed and returned. It became evident from the results of the surveys that there are many public and private transportation providers in the region providing service to various portions of the region. However, not all the transportation services are available to all residents in the region. Funding restrictions often require that an agency provide transportation services specifically to their clients. This policy may restrict the agency's ability to collect a fare to help offset costs as well as prevent them from providing the needed services to all residents in their service area.

Table 1 provides information on service areas and restrictions for each of the agencies that completed a survey. The table illustrates that most of the current agencies that provide or use transportation have some type of restriction on who may use their services, such as age, disability or membership in an organization. Nine agencies (i.e. public or private operators without a contract) indicated they do not have restrictions on their services. However, the public transit operators may have restrictions for their complementary paratransit services.

This information was used to help identify potential areas of redundant service and gaps in service in the OKI region. Table 1 helps assess where redundant transportation services exist in the region. Gaps in service are also identified in Table 2 on page 93. The results of the surveys to public transit operations, private transportation operations and transportation services operated by or through human/social service, the surveys from the general public and input from the December Roundtable meeting were reviewed to determine where existing gaps in services exist within the OKI region.

Table 1
Inventory of Existing Transportation Services in the OKI Region

<u>Agency</u>	<u>Primary Service Area</u>	<u>Restrictions on Service*</u>		<u>Page</u>
		*see agency information for specific restrictions		
		Yes	No	
A-1 Transportation & Taxi	Suburbs between Dayton and Cincinnati		X	15
Abilities First Foundation, Inc.	Butler and Warren counties	X		16
American Red Cross, Butler County Office	Middletown, Monroe, Trenton, and Madison and Lemon Townships	X		18
ARK Transportation (division of Senior Citizens, Inc.)	southern Butler County	X		20
Butler County RTA	Southeastern portion of Butler County		X	22
Cincinnati Area Senior Services	Hamilton County (within I-275 loop)	X		24
Clermont Counseling Center	Clermont County (group homes in Hamilton, Adams and Warren counties)	X		26
Clermont County Department of Job and Family Services	Clermont County	X		28
Clermont Senior Services, Inc.	Clermont County	X		30
Clermont Transportation Connection	Clermont County and portions of Hamilton County		X	32
Clifton Senior Center	Clifton, Northside and Winton neighborhoods of Cincinnati		X	34
Community Counseling and Crisis Center	Butler County and bordering areas of Indiana	X		36
Community Services West	Western Hamilton County	X		37
Community Yellow Cab	Boone, Campbell & Kenton counties; Hamilton County in Ohio		X	39
Council on Aging of SW Ohio	Butler, Clermont, Clinton, Hamilton and Warren counties	X		40
Deardoff Sr. Citizens Center	Franklin Township, Cities of Franklin and Carlisle	X		42
Disabilities Coalition of Northern Kentucky	All of northern Kentucky	X		44
Everybody Rides Metro	City of Cincinnati; Hamilton County; parts of Butler, Clermont & Warren counties	X		45
Hamilton County Department of Job and Family Services	Southwestern Ohio, Northern Kentucky and Southeastern Indiana	X		46
Harrison Senior Center	City of Harrison and Harrison Township	X		48
Jewish Community Center	various neighborhoods in northeastern areas of Cincinnati	X		49
Jewish Vocational Service	Butler and Hamilton counties	X		51
Lincoln Crawford Nursing and Rehabilitation Center	n/a--service only available to residents	X		53
Marielders	various neighborhoods in eastern areas of Cincinnati	X		54
Middletown Transit System	City of Middletown		X	56

Table 1 (continued)
Inventory of Existing Transportation Services in the OKI Region

<u>Agency</u>	<u>Primary Service Area</u>	<u>Restrictions on Service*</u>		<u>Page</u>
		Yes	No	
New Housing Opportunities, Inc.	Warren and Clinton counties	X		58
North College Hill Community Seniors, Inc.	North College Hill, College Hill, Finneytown, Mt. Healthy and portions of Springfield Twp.	X		60
North Fairmount Community Center	various neighborhoods in north central areas of Cincinnati	X		62
Northern Kentucky Transit, Inc.	Rural transportation service in Boone, Carroll, Gallatin, Grant, Owen and Pendleton counties		X	63
Otterbein Lebanon Adult Day Service	Warren County, near Lebanon	X		65
Otterbein Lebanon Retirement Living Community	Lebanon and Middletown	X		67
Oxford Talawanda Community Services, Inc. d.b.a the Family Resource	Talawanda school district--the four townships of Butler County	X		68
RHC	Hamilton County	X		70
Senior Independence Anderson Senior Center	various neighborhoods in eastern areas of Cincinnati	X		71
Senior Services of Northern KY	Boone, Campbell, Kenton counties and rural areas of Carroll, Gallatin, Grant, Owen and Pendleton counties	X		73
Southwest Ohio Regional Transit Authority	City of Cincinnati, Hamilton County and parts of Butler, Clermont & Warren counties		X	75
Southwestern Ohio Serenity Hall	Butler and Montgomery counties	X		78
Supports to Encourage Low Income Families (SELF)	Trips beginning anywhere in Butler County and extending a reasonable distance	X		80
Talbert House	Southwest Ohio (Hamilton and adjacent counties)	X		82
Transit Alliance of Butler County	Butler County	n/a		84
Transit Authority of Northern Kentucky (TANK)	Boone, Campbell and Kenton counties plus downtown Cincinnati		X	86
Transitional Living, Inc.	Butler County	X		88
Warren County Board of MR/DD	Warren County	X		89
Warren County Community Services, Inc.	Warren County to several surrounding counties	X		91
Warren County Transit Service	Warren County with limited service to Dayton and Middletown		X	93
Welcome House of Northern Kentucky, Inc.	Boone, Campbell and Kenton counties	X		95
Wesley Community Services	Butler, Clermont and Hamilton counties	X		97

Maps of all the agencies that responded to the survey are shown in the following section along with a description of the transportation services they offer.

Table 1-A
Existing Transportation Inventory listed by County

Butler County:

A-1 Transportation and Taxi	All suburbs between Cincinnati and Dayton including: Middletown, Monroe, New Miami, Seven Mile, Trenton and West Chester
Abilities First Foundation, Inc.	Butler and Warren counties
American Red Cross County Office)	Middletown, Monroe, Trenton and Lemon and (Butler Madison Townships
ARK Transportation	Southern Butler County
Butler County RTA	Southeastern portion of Butler County
Community Counseling/Crisis	Butler County and bordering areas of Indiana
Jewish Vocational Service	Butler and Hamilton counties
Middletown Transit System	City of Middletown
Oxford Talawanda Comm. Svcs (The Family Resource Center)	4 northwest townships of Butler County
SELF	Butler County
Transit Alliance of Butler Co.	Butler County
Transitional Living	Butler County
Wesley Community Services	Butler, Clermont and Hamilton counties

Clermont County:

Clermont Counseling Center	Clermont County
Clermont Co. Dept. Job and Family Services	Clermont County
Clermont Senior Services	Clermont County
Clermont Trans. Connection	Clermont County
Wesley Community Services	Clermont, Butler and Hamilton counties

Hamilton County:

Cincinnati Area Senior Services	Hamilton County within I-275 beltway
Clifton Senior Center	Clifton, Northside, University Heights and Winton neighborhoods
Community Services West	Western Hamilton County
Hamilton Co. Dept. Job and Council on Aging of SW Ohio	Butler, Clermont, Clinton, Hamilton and Warren
Everybody Rides Metro	Hamilton County and portions of Butler, Clermont and Warren counties
Family Services	Hamilton County and surrounding areas
Harrison Senior Center	City of Harrison and Harrison Township
Jewish Community Center	Amberly, Edgemont, Golf Manor, North Avondale and Roselawn

Jewish Vocational Service
Lincoln Crawford Nursing
And Rehabilitation Center
Marielders

North College Hill
Community Seniors

North Fairmount Comm. Cntr

RHC
Senior Indendence, Anderson
SORTA (Metro)

Talbert House
Wesley Community Services

Warren County:

A-1 Transportation and Taxi

Abilities First Foundation, Inc.
Deardoff Senior Citizens Center

New Housing Opportunities
Otterbein Lebanon Adult Day
Otterbein Retirement Comm.
Warren Co. Board of MR/DD
Warren Co. Community Svcs
Warren Co. Transit Service

Northern Kentucky:

Community Yellow Cab
Disabilities Coalition of N. KY.
Northern Kentucky Transit

Senior Services of N. Kentucky

TANK

Welcome House of N. Kentucky

Hamilton and Butler counties

City of Cincinnati
Fairfax, Mariemont, Terrace Park and Columbia
Township

North College Hill, College Hill, Finneytown, Mt.
Healthy and parts of Springfield Township

North Fairmount, South Fairmount, Marquette Manor
in English Woods

Hamilton County

Anderson, Newtown, Mt. Washington and California

City of Cincinnati plus most of Hamilton County and
parts of Butler, Clermont and Warren counties

Hamilton County and surrounding counties

Hamilton, Butler and Clermont counties

All suburbs between Cincinnati and Dayton including:
Franklin, Kings Mills, Lebanon, Mason, Morrow and
Springboro

Warren and Butler Counties

Franklin Township, Cities of Carlisle and Franklin and
portions of Middletown

Warren and Clinton counties

Warren County near Lebanon

Warren County including Lebanon and Middletown

Warren County

Warren County and surrounding counties

Warren County with service to Dayton and
Middletown

Boone, Campbell and Kenton counties; Hamilton Co.

Boone, Campbell and Kenton counties

Boone, Campbell and Kenton counties plus Carroll,
Gallatin, Grant, Owen and Pendleton counties outside
the OKI region

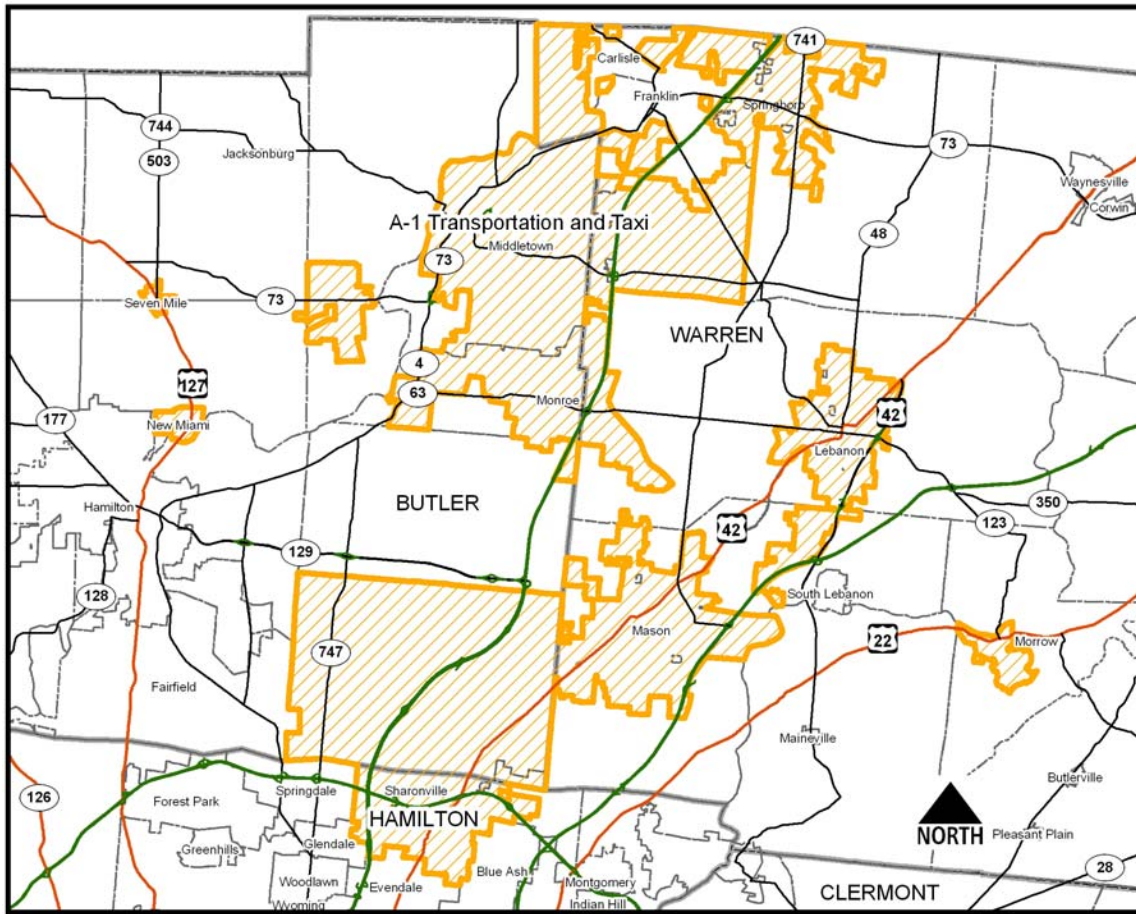
Boone, Campbell and Kenton counties plus Carroll,
Gallatin, Grant, Owen and Pendleton counties

Boone, Campbell and Kenton counties

Boone, Campbell and Kenton counties

**INVENTORY OF TRANSPORTATION OPERATORS
IN THE OKI REGION**

A-1 Transportation and Taxi



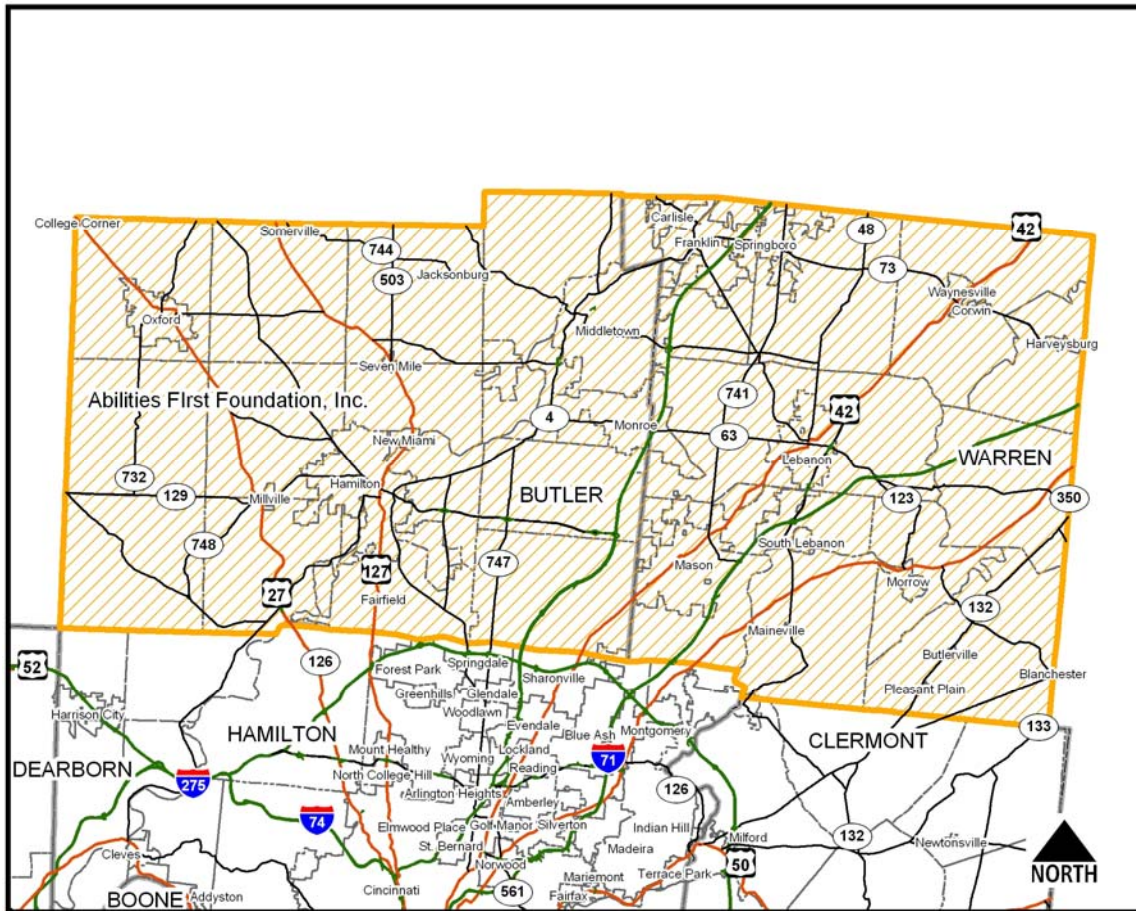
A-1 Transportation and Taxi provides transportation services 24-hours a day/seven days a week with 24 hour dispatching, private channel radios and Customer Privacy Policies. The company provides transportation to all suburbs between Cincinnati and Dayton including Centerville, Kettering, Oakwood, Springboro, Franklin, Kings Mills, Lebanon, Mason, Middletown, Monroe, Morrow, New Miami, Seven Mile, Sharonville, Trenton and West Chester.

The areas most frequently served by A-1 Transportation and Taxi are Centerville, Franklin, Lebanon, Miamisburg, Middletown, Monroe and Springboro.

Fares are \$3 flag plus \$2 per mile. There is a \$9 minimum. Flat rates are established between communities, which are at a discounted rate.

A-1 Transportation and Taxi uses between 6 and 10 vehicles in providing transportation services; all the vehicles are accessible. The agency indicates they have room to grow and expand.

Abilities First Foundation, Inc.



Abilities First Foundation, Inc. provides a variety of comprehensive services and quality care to children and adults with special needs. Services include:

Early Childhood Learning Center—an inclusion childcare program for ages 6 weeks through school age. Transportation is provided to kindergarten students to and from school and for enrichment programs. Handicapped transportation services are provided.

Pediatric Therapies—provides physical, occupational and speech therapy to children from birth to 22 years old. Transportation is used to transport therapy groups to locations in the community to address daily living, independence and other therapy goals.

Employment Services—provides employment assistance to adults with disabilities.

Transition Services—works with high school students in special education classes to work on job skills for employment after graduation. Students

are transported to various job sites for assessments and work experiences.

Residential Services—for profoundly involved individuals. Transportation is used for doctor appointments and other health related visits and for community outings.

The geographic service area for Abilities First Foundation, Inc. is Butler and Warren counties, primarily with clients from Hamilton, Montgomery and Preble counties.

Service hours are from 7:30 a.m. to 5:00 p.m. seven days a week for persons enrolled for services of Abilities First Foundation, Inc. Residential usage varies by activities planned for weekends and evenings.

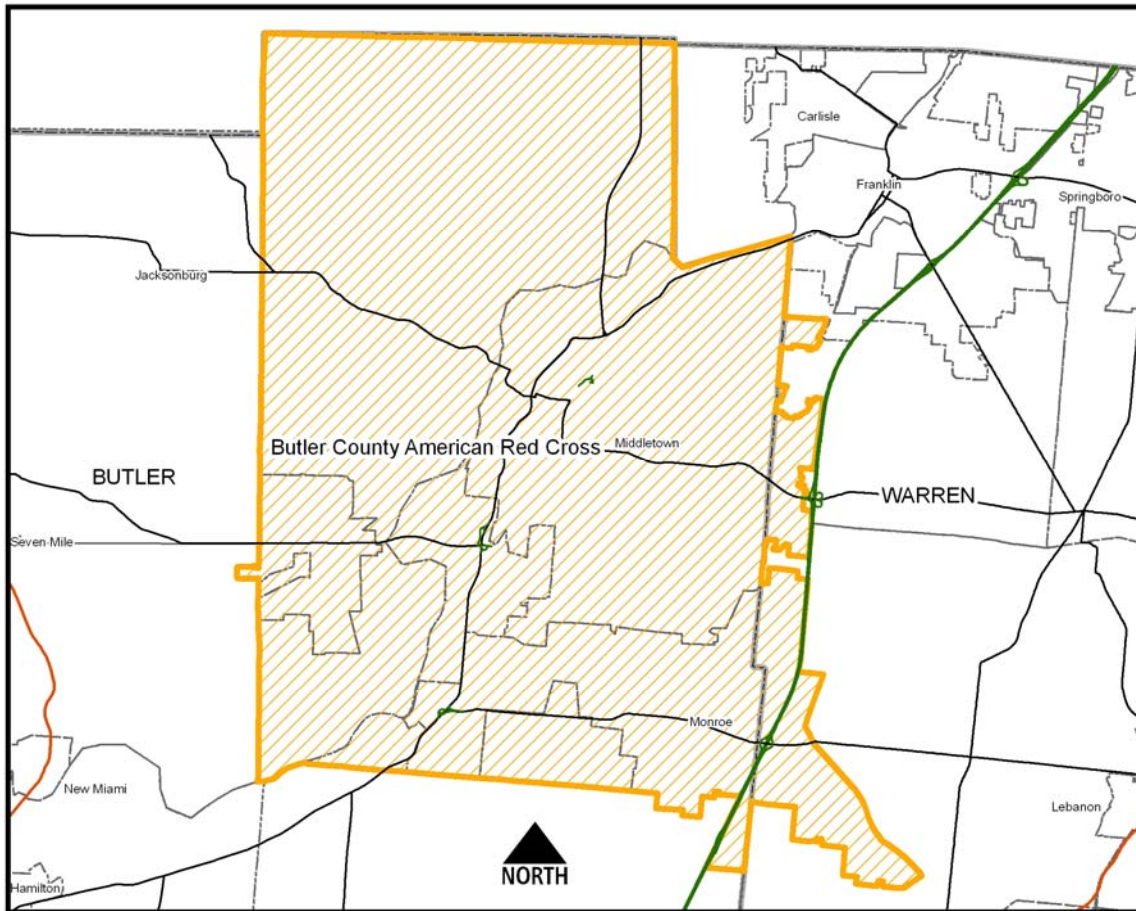
The areas most frequently served by Abilities First Foundation, Inc. are Middletown City Schools and surrounding local schools.

Fares: Transportation for school-age children is assessed a weekly fee to help with fuel and maintenance costs--\$15 per family and \$25 if over 7 miles.

The main challenges facing Abilities First Foundation, Inc. are:

- Aging vehicles that need to be replaced.

American Red Cross, Butler County Office



The Butler County Office of the American Red Cross has a transportation program that provides transportation to medical appointments for those in need who live in Middletown, Monroe, Trenton, Madison and Lemon Township areas. The agency uses volunteer drivers who volunteer from 9:00 a.m. to 3:00 p.m. for local and out of town (Montgomery and Hamilton Counties). The Butler County Office of the American Red Cross is funded by the United Way of Greater Cincinnati and private donations from clients. The agency also provides transportation to those that are homeless thru the SELF agency. Appointments are only made thru their caseworkers.

The agency does not accept wheelchair bound patients because they do not have the vehicles to accommodate them. Clients must be at least 18 years old unless accompanied by an adult. Clients must be able to get in and out of the vehicle on their own. Drivers are not allowed to assist clients unless they are visually impaired.

Service hours for transportation services through the Red Cross are from 9:00 a.m. to 3:00 p.m. Monday through Friday. All drivers are back at the base by 3:00 p.m.

The areas most frequently served by the Butler County Office of the American Red Cross include Middletown Regional Hospital, Davita Dialysis in Middletown, Middletown Regional Hospital Cancer Center and doctor and dentist offices in these areas.

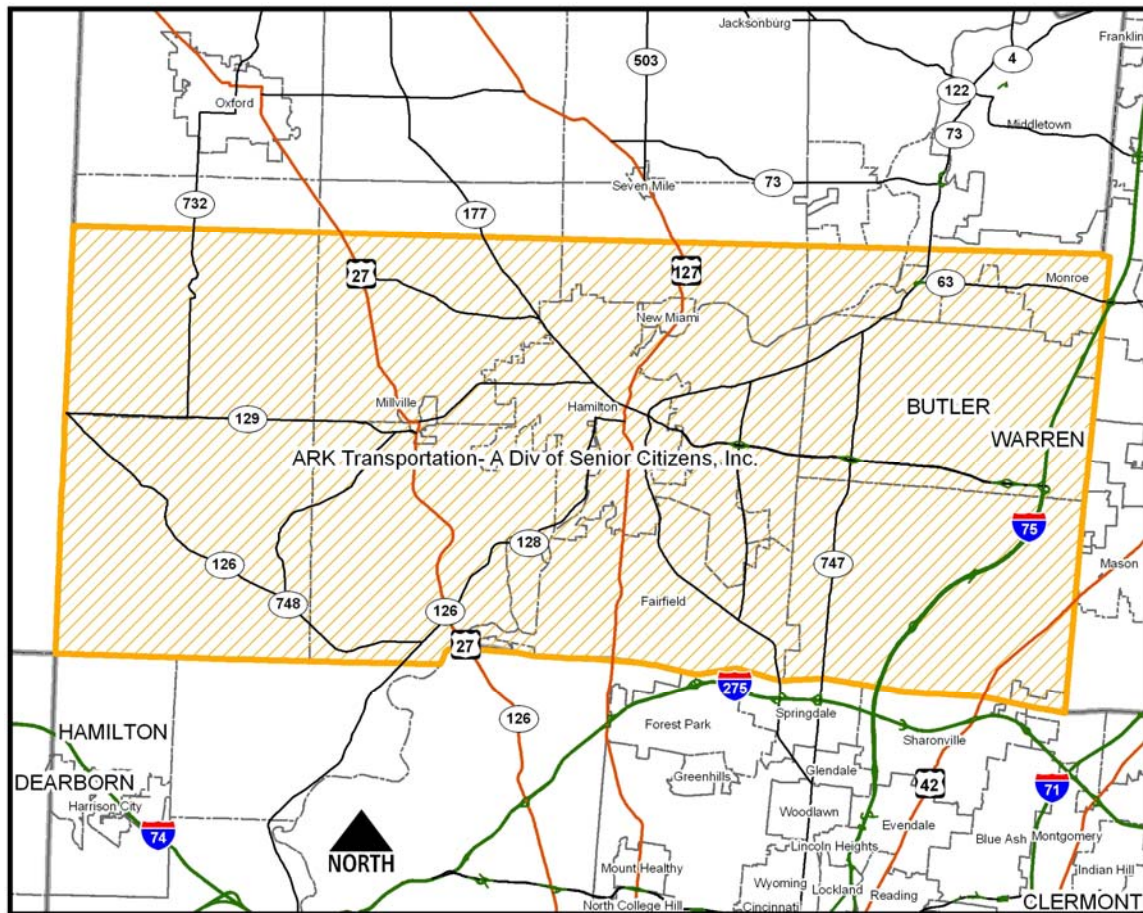
Fares: The Butler County Office of the American Red Cross does not charge a fare for its transportation services.

The agency operates 3 station wagons in its transportation services. None of the vehicles is accessible.

The main challenges facing the transportation services offered by the Butler County Office of the American Red Cross are:

- The need for new vehicles
- The need for additional funding

ARK Transportation (a division of Senior Citizens, Inc.)



ARK Transportation is a division of Senior Citizens, Inc., located in the City of Hamilton. Senior Citizens, Inc. provides diverse enrichment and supportive opportunities that enhance the quality of life for older adults in southern Butler County. ARK Transportation provides transportation services in southern Butler County to persons 60 years of age and older or younger if the person is handicapped and needs a wheelchair.

Service hours are from 6:30 a.m. to 5:00 p.m. Monday through Friday.

The areas most frequently served by ARK Transportation are in Hamilton: doctors' offices, Ft. Hamilton Hospital and Senior Citizens, Inc.; in Fairfield: doctors' offices, Mercy South Hospital and Senior Citizens, Inc. (Fairfield); and in West Chester: doctors' offices and Senior Citizens, Inc. (West Chester).

The following destinations are not served by ARK Transportation and are frequently requested:

Hospitals in Hamilton County

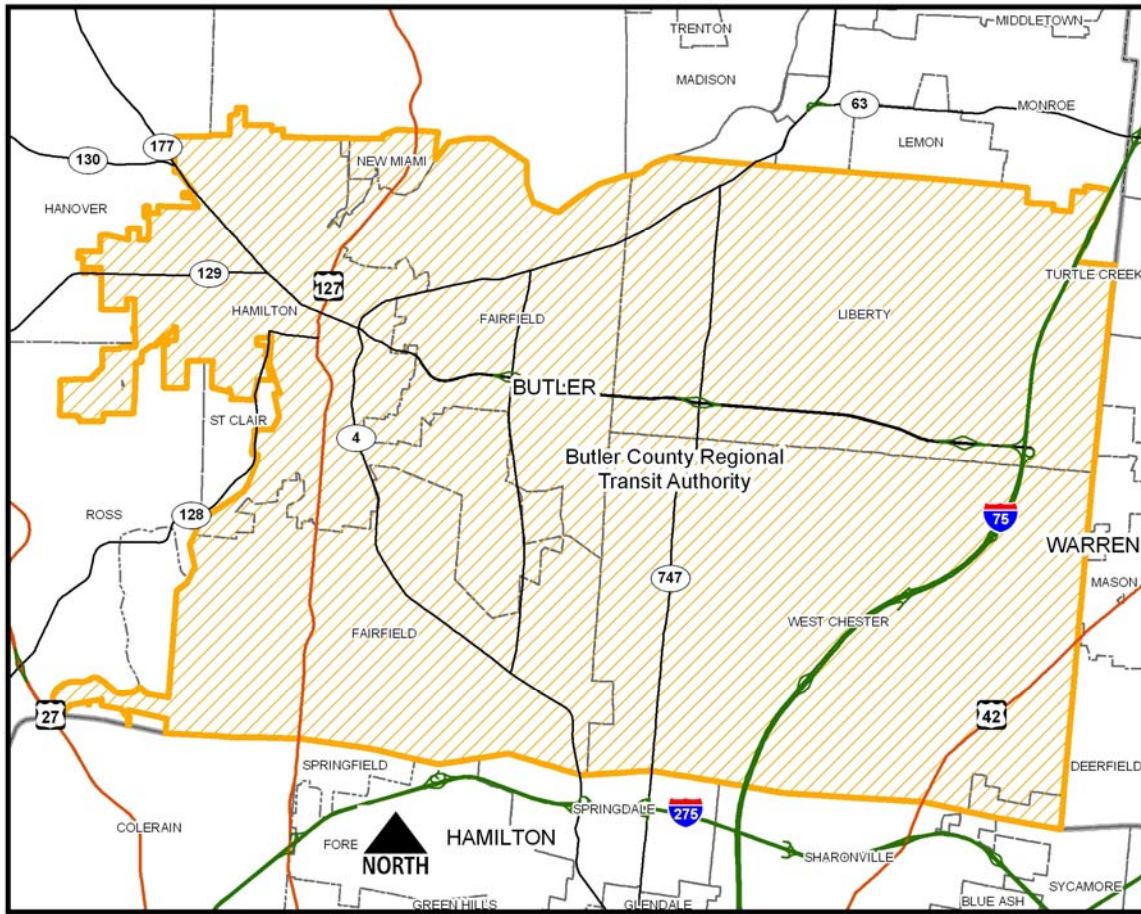
Fares: Fares are charged only if there is no subsidy used. There are suggested donations for Title 3 and ESP riders.

ARK Transportation operates 6 vehicles ranging in size from automobiles to large buses seating up to 12 ambulatory and 2 wheelchair positions. Five of the six vehicles are accessible.

The main challenges facing ARK Transportation are:

- Fluctuating gasoline prices
- Aging fleet
- Growing number of elderly persons
- ARK's 6 vehicles are not able to transport people for rides not in the priority list.

Butler County Regional Transit Authority



The Butler County Regional Transit Authority (BCRTA) operates demand response service in the southeastern portion of the county.

Service hours are from 6:00 a.m. to 6:00 p.m. Monday through Friday. There is no service on weekends or holidays.

The areas most frequently served by BCRTA are in the City of Hamilton with regular pickups also in Fairfield and West Chester.

Fares: These are the current fares for BCRTA. The agency is in the process of shrinking its service area and will adjust fares in the near future.

Zone 1: (main service area) is the southeast portion of Butler County (including the cities of Hamilton and Fairfield along with townships of Fairfield, Liberty and West Chester). The one way base fare for travel within this zone is \$15 with discounts for additional passengers making the trip.

Zone 2: includes the townships of Ross, Hanover and St. Clair for which a \$5 passenger surcharge will be applied for trips within an origin or destination in this zone. Surcharge discounts will also apply for additional passengers making the same trip.

Zone 3: includes the balance of Butler County (townships of Morgan, Reily, Oxford, Milford, Wayne and Madison, along with any cities within the area). A \$10 passenger surcharge will be applied for trips with either an origin or destination in Zone 3. For trips with both origin and destination in Zone 3 the passenger surcharge will be \$15. Surcharge discounts will also apply for additional passengers making the same trip.

BCRTA will also cross the county line for Zone 1 trips for connections to other transit systems or close-in destinations. A \$5 surcharge (within a 3 mile limit across the county line) will apply with surcharge discounts for additional passengers making the same trip.

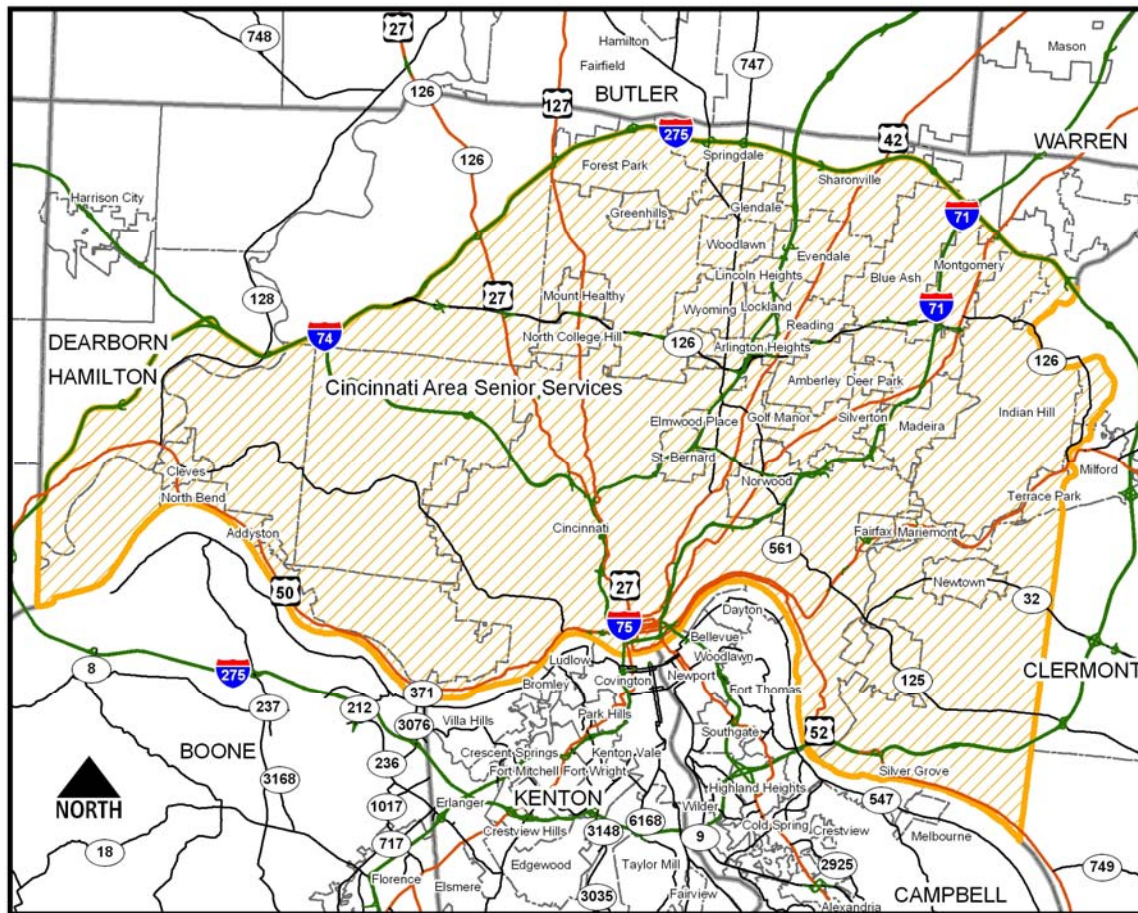
BRCTA recently introduced "City Zones". When a trip begins and ends within the city limits of Hamilton or begins and ends within the city limits of Fairfield, the base fare is \$10. This rate is valid only for travel within each respective city and no surcharge discounts are applicable.

BCRTA operates 11 vehicles ranging in size from 8-passengers to 22-passengers. All vehicles are lift equipped.

The main challenges facing BCRTA are:

- No local subsidy—passengers pay direct cost of service
- Fares are high relative to most general public transit agencies

Cincinnati Area Senior Services



The Cincinnati Area Senior Services (CASS) operates service in Hamilton County within the I-275 beltway. The agency promotes the independence and preserves the dignity of older adults by providing services that allow older adults to continue living independently in the community. The transportation program provides older adults a means of getting to the grocery store, recreational events, senior centers for congregate meals without having to rely on families, the high cost of a taxi or negotiating Metro. Eligibility requirements for transportation services include 60 years of age or older.

Service hours are from 8:00 a.m. to 4:00 p.m. Monday through Friday.

The areas most frequently served by CASS are senior centers, senior housing, nursing homes, retirement communities, grocery and department stores, medical clinics and churches.

The following destinations are not served by CASS and are frequently requested by CASS clients:

Gaming establishments such as casinos and tracks

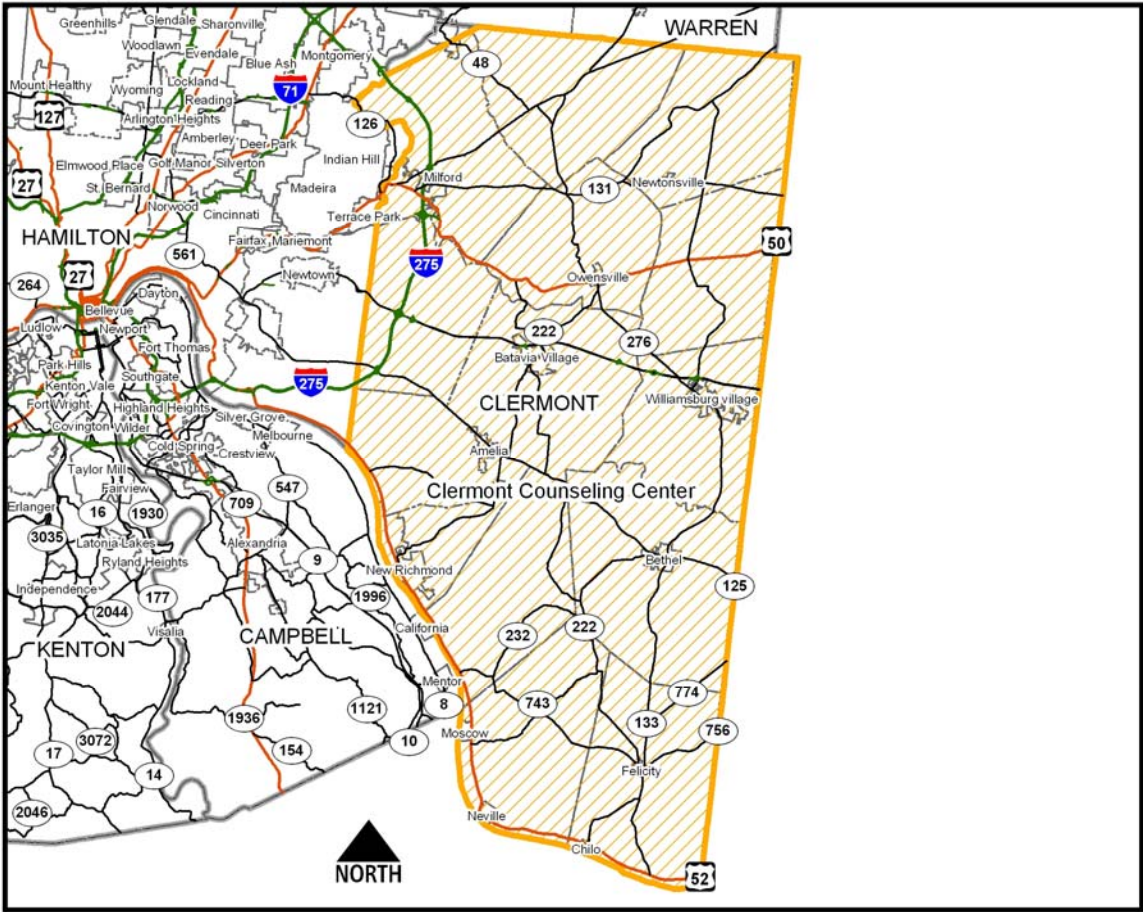
Fares: No fares are charged for transportation services

CASS operates 9 vehicles ranging in size from 5-passenger to 16-passenger vans. All vehicles are accessible; each vehicle has 2 wheelchair positions.

The main challenges facing CASS are:

- Age and condition of fleet
- Funding sources are capped

Clermont Counseling Center



The Clermont Counseling Center, Inc. promotes the positive mental health and well being of their clients, clients' families and the Clermont County community. In order for their clients to achieve positive mental health and well being, they need to physically get to the services available at Clermont Counseling Center as well as Phoenix Place, a consumer clubhouse. Transportation is critical to obtain and maintain supported employment and to obtain needed human service benefits such as Social Security, housing and Medicaid. Clients also need transportation to community events in order to avoid becoming isolated in their community.

Eligibility requirements for transportation services are:

- Individuals with a mental health disability
Clermont County resident
Age 16 or over
Client of Clermont Counseling Center or Phoenix Place
Program enrollment into case management services, vocational
services, Senior Connection or Phoenix Place.

Service hours are:

Prime time: Monday through Friday from 8:00 a.m. to 5:00 p.m.

Secondary: Monday through Friday from 4:00 p.m. to 4:00 a.m.

Other times: As needed to accommodate clients

Clermont Counseling Center, Inc. provides transportation primarily in Clermont County and to group homes in Hamilton, Adams and Warren counties.

The areas most frequently service by Clermont Counseling Center are: Amelia, Batavia, Mt. Carmel, Milford, Cherry Grove and Withamsville, all in Clermont County.

The following destinations are not served by Clermont Counseling Center and are frequently requested:

Kentucky

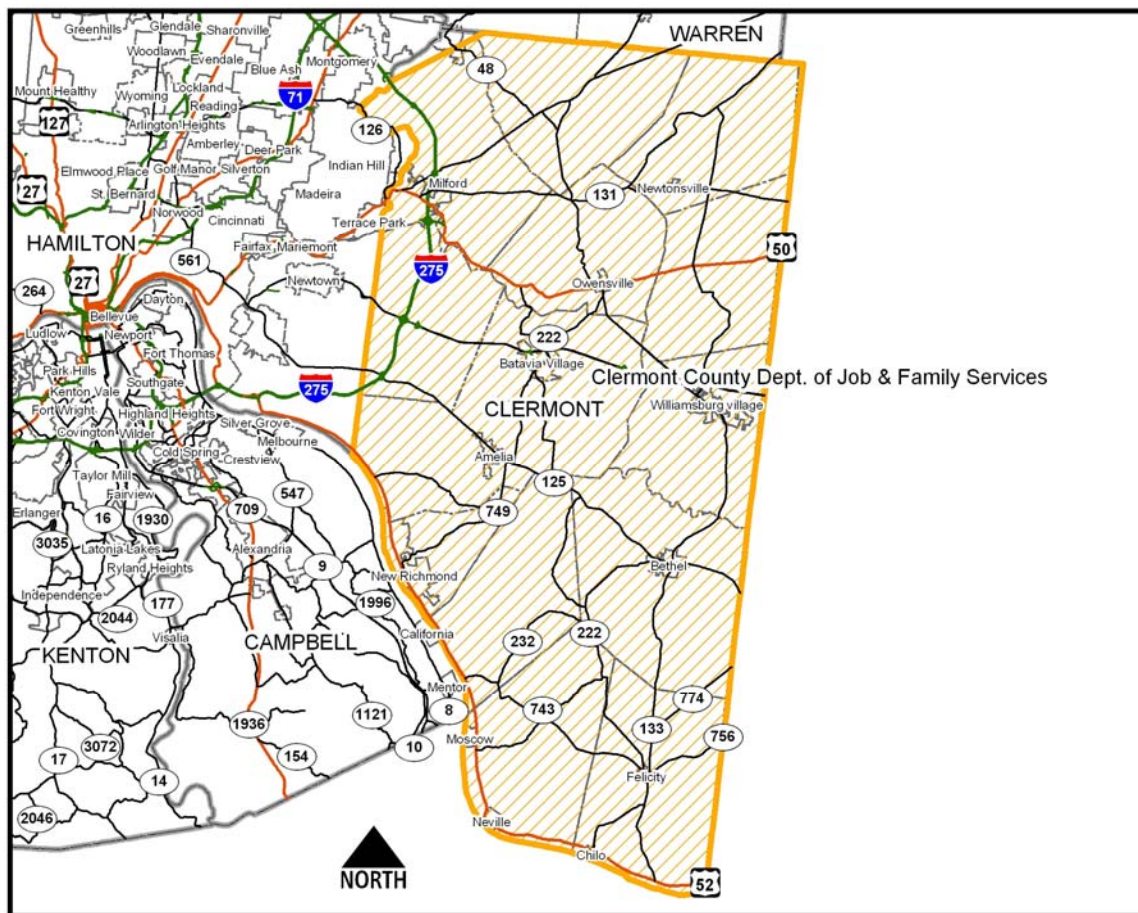
Fares: No fares are charged for transportation services

Clermont Counseling Center, Inc. operates 4 vehicles ranging in size from a 4-passenger automobile to a 13 passenger van. One of the vans is accessible.

The main challenges facing the Clermont Counseling Center are:

- Not enough staffing
- No funds for operating transportation services

Clermont County Department of Job and Family Services



The Clermont County Department of Job and Family Services (CCDJFS) is the largest social service agency in Clermont County. The agency provides a wide range of services including child support, children's protective services, public assistance (food stamps, Medicaid and financial assistance) and workforce development (services delivered through the Business and Workforce Resource Center in the Eastgate area).

Eligibility for transportation services is primarily based on Medicaid eligibility as well as some transportation provided for low income public assistance recipients. CCDJFS does not directly operate transportation.

Service hours are standard business hours as well as occasional weekends and holidays as necessary for medical transportation.

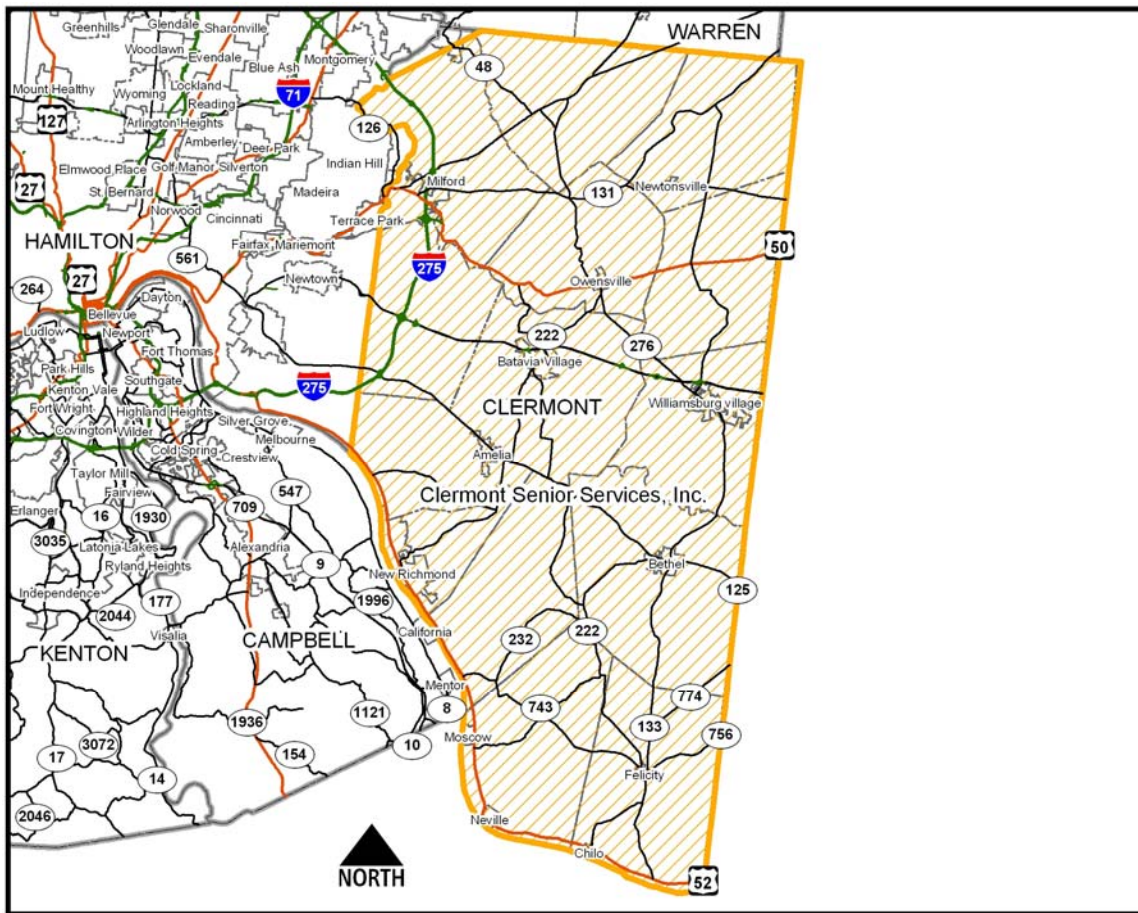
Transportation is provided within Clermont County, although Medicaid recipients are provided transportation outside the county for medical appointments.

The Clermont County Department of Job and Family Services does not charge a fare for transportation services nor does it accept donations for these services. The agency does not directly operate vehicles

The main challenges facing CCDJFS transportation services are:

- Increasing costs of transportation services
- Potential funding cuts

Clermont Senior Services, Inc.



Clermont Senior Services provides a broad range of home and community based services, enabling older adults to remain as active and independent as possible. Transportation is one of the core programs provided to achieve this mission, especially for those who would not be able to access vital medical care to meet their health care needs.

Transportation is available to Clermont County residents who are at least 60 years of age and is provided to all of Clermont County plus some surrounding areas for medical appointments.

Regular service hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday. Some vehicles are on the road as early as 4:30 a.m. for early dialysis appointments and vehicles are often on the road until at least 6:00 p.m. for medical trips returning from Cincinnati.

The most frequently requested transportation services are for medical and service/appointment locations throughout Clermont County and medical trips to

the Anderson Township area. Transportation is also provided to medical clinics and hospitals located in Cincinnati and the Montgomery-Blue Ash area.

The following destinations are not served by Clermont Senior Services, Inc. but have been requested:

Butler County
Warren County
Kentucky
Locations west of major medical facilities in Cincinnati

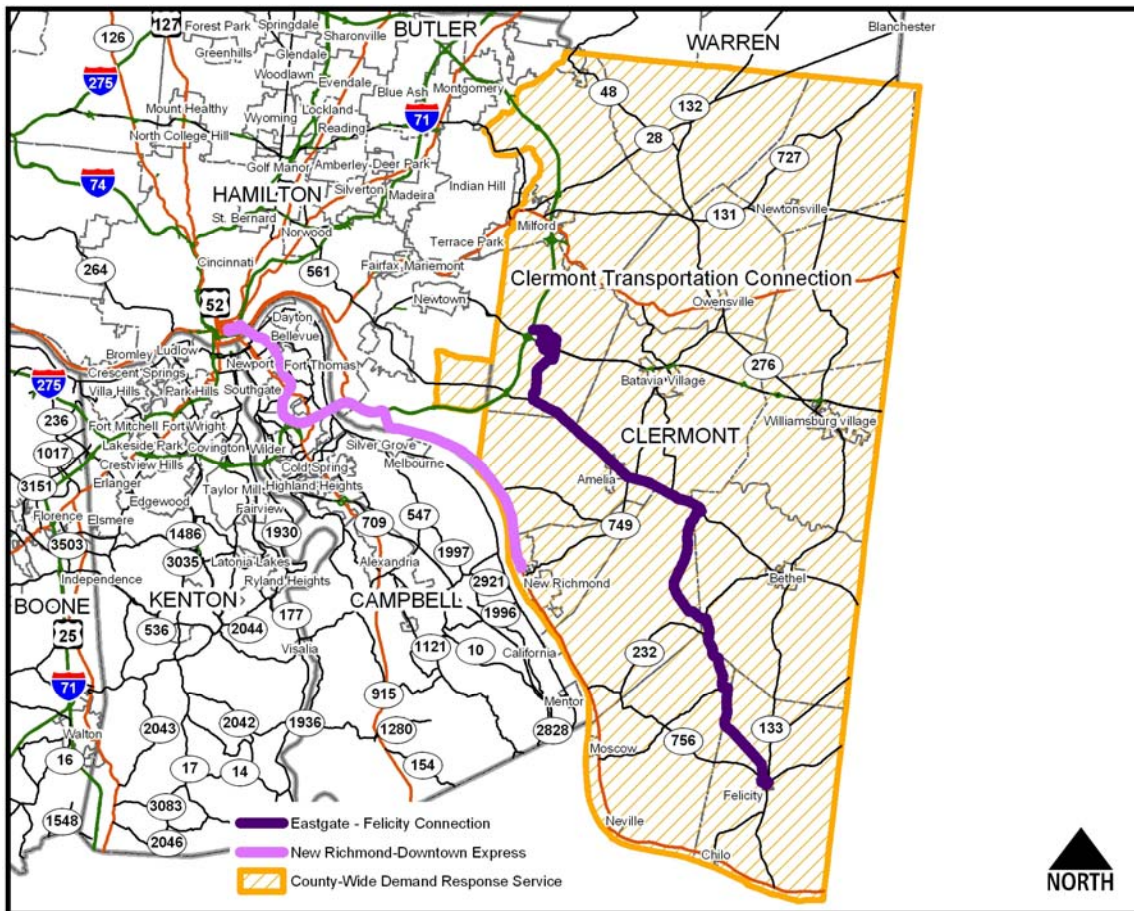
Fares: No fares are charged for transportation services; however, donations are accepted.

Clermont Senior Services, Inc. operates nineteen vehicles, all of which are accessible. The vehicles range in size from small vans seating 5 ambulatory persons and 2 wheelchairs up to larger vehicles seating 18 ambulatory persons and 2 wheelchairs.

The main challenges facing Clermont Senior Services, Inc. are:

- Rising gasoline prices
- Funding for timely replacement of vehicles
- Scheduling challenges
- Costs related to expansion of service
- Controlling maintenance costs and turn around time for service and repair

Clermont Transportation Connection



Clermont Transportation Connection (CTC) provides door to door demand response transit service to all citizens of Clermont County, not only the disabled or elderly. Service is operated throughout Clermont County. Medicaid recipients may also request transportation to portions of Hamilton County and Kentucky.

Recently, CTC began fixed route operations on two routes—one from Felicity to Eastgate, which operates Tuesdays and Thursdays and one from New Richmond to downtown Cincinnati, which operates Monday through Friday.

Sixty-five (65) percent of the demand response service operated by CTC is in the western half of the county; only 35 percent of the service is operated in the eastern half of the county. This same situation was discussed at the December Roundtable meeting and is shown as an identified gap in service within Clermont County.

Service hours for demand response service are from 6:00 a.m. to 6:00 p.m. Monday through Saturday.

The areas most frequently served by CTC are hospitals and individual's homes.

The following destinations are not served by CTC, but have been requested:

Downtown Cincinnati
University Hospital

Fares: \$3.00 for adults
 \$2.00 for students
 \$1.50 for elderly, disabled or children

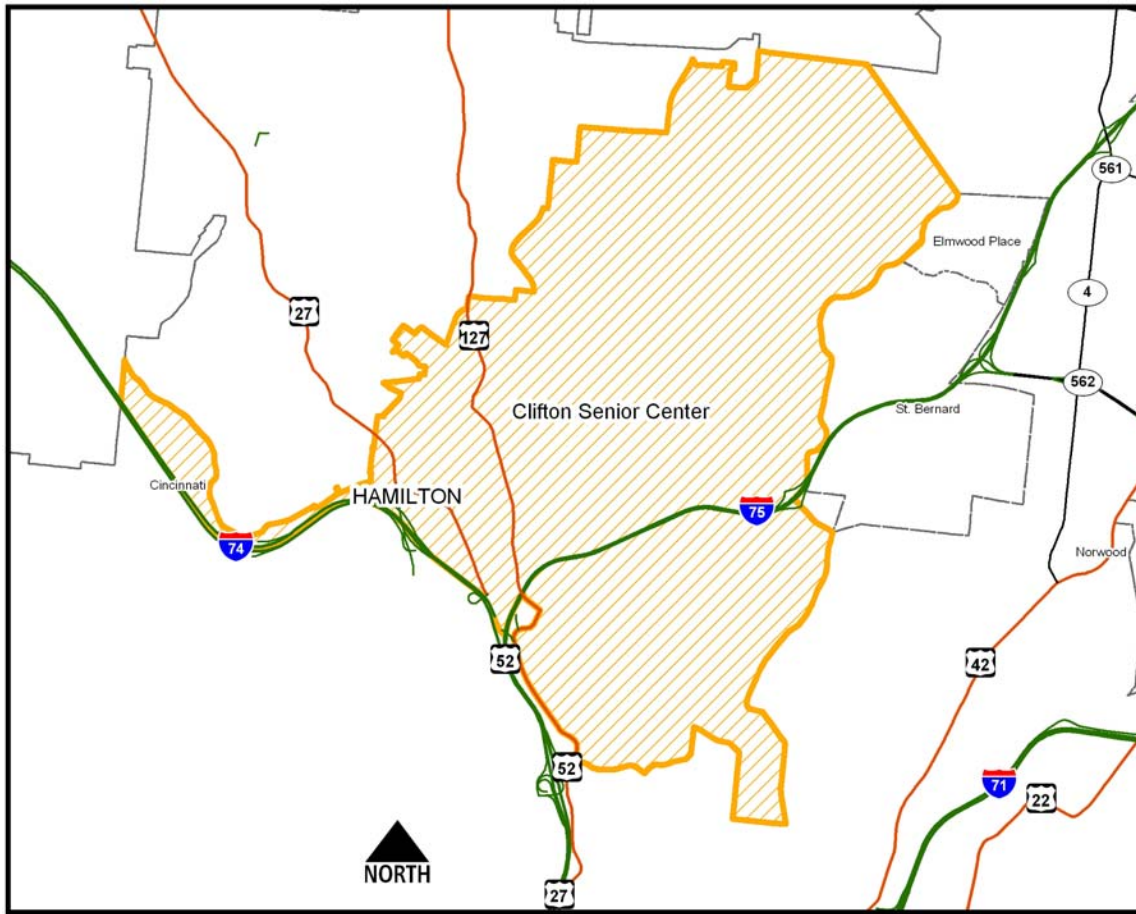
(Fares are the same for fixed route service except that a 10-ride pass for the New Richmond to downtown Cincinnati service is available at a discounted rate).

CTC operates 19 vehicles, all of which are accessible.

The main challenges facing CTC are:

- Lack of federal and state funds since the county switched from a rural to urban classification
- Demand for service exceeds ability to provide it
- Making a transition from Dial-A-Ride to Fixed Route service
- Lack of dedicated local funding
- Operating hours ending at 6:00 p.m. create significant difficulties for passengers who wish to return later (2nd and 3rd shifts)

Clifton Senior Center



Clifton Senior Center helps preserve the independence of older adults (those over 60) by providing services and activities that improve their quality of life and help prevent or postpone the need for nursing home placement. The service area includes Clifton, University Heights, Northside and the Winton neighborhoods. Transportation is the number one need of this population and Clifton Senior Center provides transportation services to medical appointments, to the Clifton Senior Center for meals, to the pharmacy or grocery, banks and hairdressers/barbers. This transportation service helps provide a healthier lifestyle, more social interaction and helps prevent isolation in a population that suffers loss of physical abilities and support systems.

Transportation service hours are from 8:30 a.m. to 4:00 p.m. Monday through Friday.

The areas most frequently served by the Clifton Senior Center include the hospitals, clinics and doctor's offices located in Clifton. Other destinations in the

service area include banks, grocery stores, pharmacies, hairdressers/barber shops and recreational centers.

The agency also receives requests for transportation outside the service area listed above.

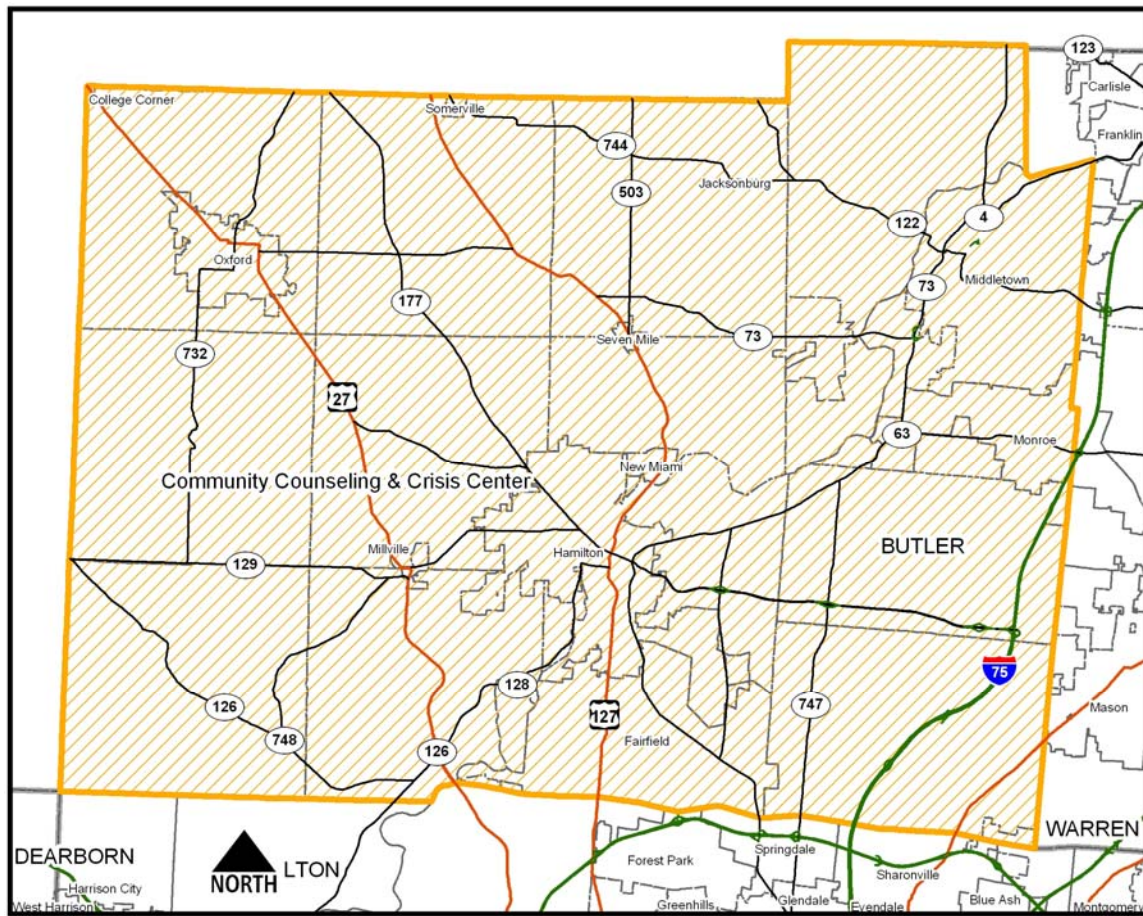
Fares: Clifton Senior Center requests a one-way trip donation of \$2.00, but will not deny service if the donation cannot be made.

Clifton Senior Center operates 3 vehicles ranging in size from a 6-passenger van to a 13-passenger van. One of the vehicles is accessible.

The main challenges facing Clifton Senior Center are:

- Aging vans that need to be replaced
- Maintenance costs that are increasing while revenues are decreasing

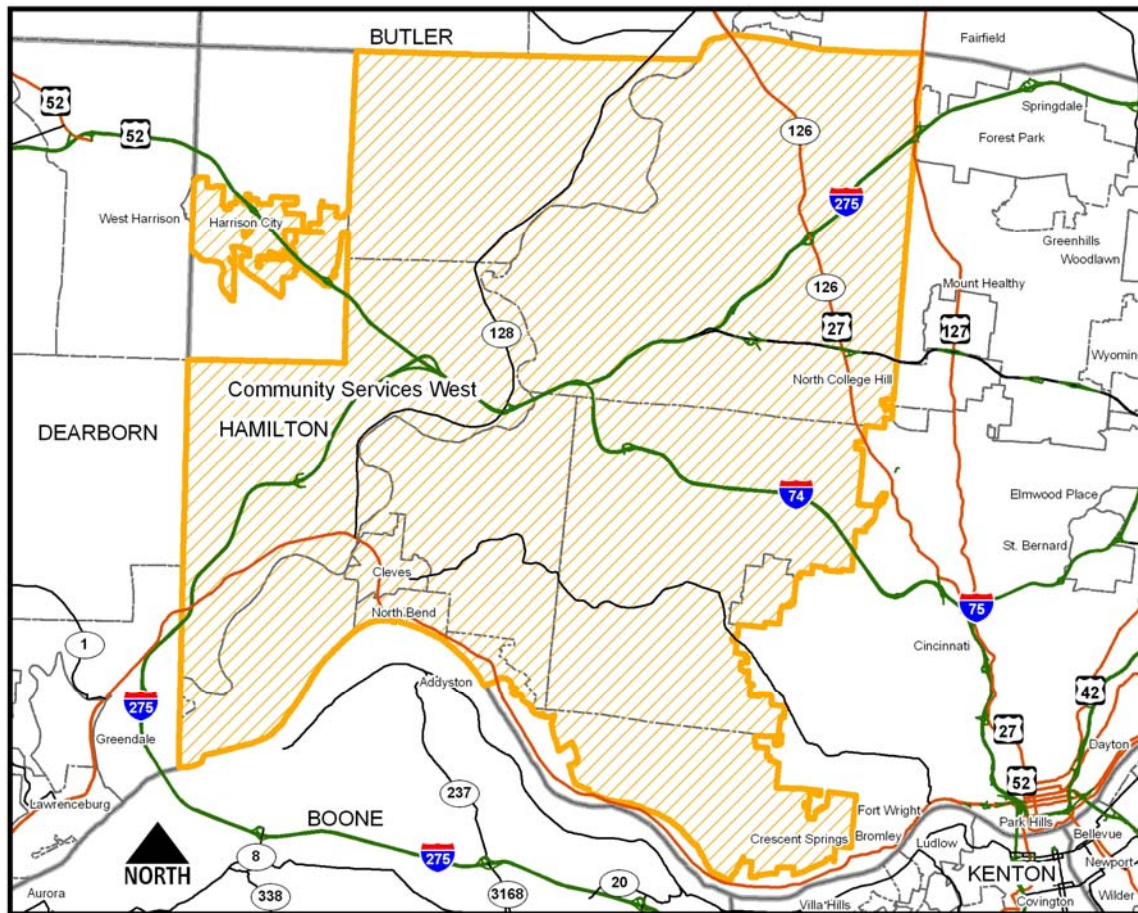
Community Counseling and Crisis Center



The Community Counseling and Crisis Center was established in 1971 to improve the lives of Butler County residents through crisis intervention, counseling, information and referral, and prevention and education. The geographic service area includes all of Butler County and bordering areas of Indiana. On-site services are operated in Oxford; the call center is located in Hamilton.

The agency does not directly operate transportation services

Community Services West



Community Services West (CSW) provides quality, cost effective services for older adults in western Hamilton County. The program promotes independence, self-sufficiency, physically healthy, mentally and spiritually stimulating lives for older adults and the disabled. CSW provides specialized transportation, home delivered meal, outreach and supportive social work to those 60 years and older residing in western Hamilton County or those under 60 years of age who are disabled.

Community Services West offers transportation services that provide access to needed services and promotes community participation while encouraging independence and dignity. About one-half of CSW's service area encompasses about 170 square miles and is rural and underserved. There are very few, if any, other agencies that provide door through door transportation services and shopping trips in western Hamilton County.

Transportation is provided to those 60 and over, or less than 60 if disabled, for medical, shopping, adult day care, public benefits, and social/recreational purposes.

Service hours are from 8:00 a.m. to 4:30 p.m. Monday through Friday.

The areas most frequently served by CSW include: Addyston, Cheviot, Cleves, Harrison, North Bend and Saylor Park, plus the following townships and their communities—Colerain, Crosby, Delhi, Green, Miami and Whitewater. Services are also provided to College Hill, Mt. Healthy, North College Hill and Price Hill.

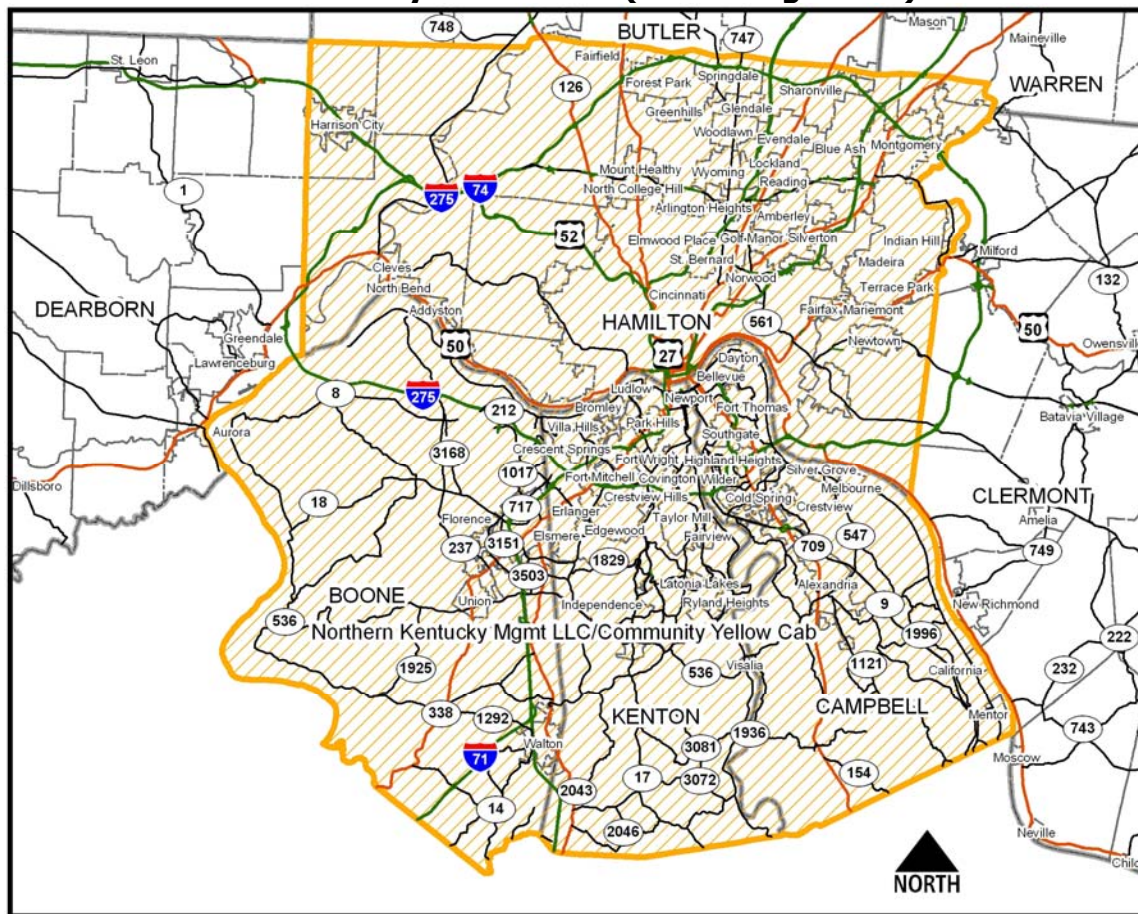
Fares: Fares are charged only for a few private pay clients and is offered on a 3-tier scale according to miles traveled.

Community Services West operates 13 vehicles ranging in size from 4-passenger automobiles to 14 passenger vans. Eleven of the 13 vehicles are accessible

The main challenges facing CSW are:

- Aging fleet
- High maintenance costs
- Rising fuel costs
- Tied to contracts for 2 years
- Decreasing funding

Community Yellow Cab (NK Management)



Community Yellow Cab Company, Inc. is a transportation company that provides service to more communities in Greater Cincinnati/Northern Kentucky than any other taxi company. Community Yellow Cab operates in Boone, Campbell and Kenton counties in Northern Kentucky and in Hamilton County in Ohio.

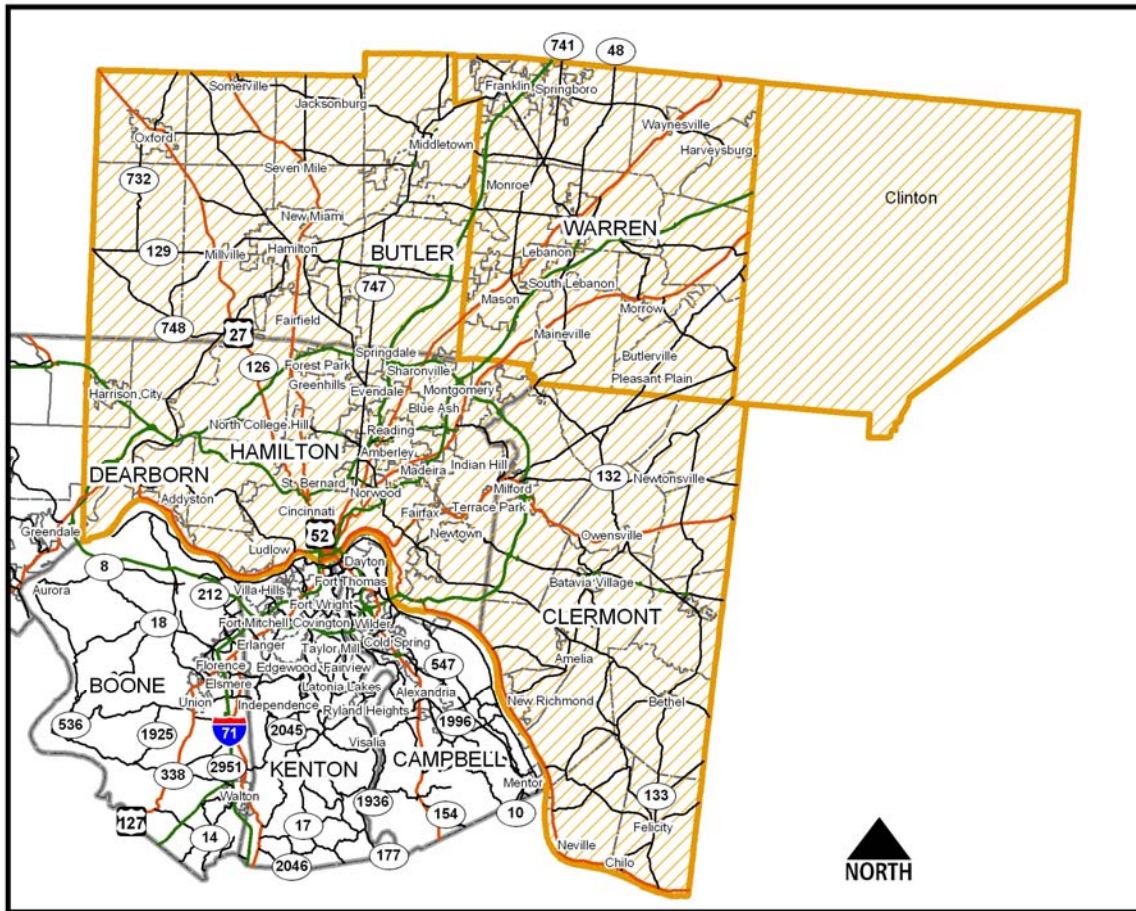
The areas most frequently served by Community Yellow Cab include the airport, hotels/motels, bars and restaurants, businesses and hospitals/medical appointments.

Fares are \$3.60 to enter the vehicle and \$1.60 per mile for taxi service. Fares for vans and wheelchair vans are based on mileage or hours of service.

Community Yellow Cab uses 250 vehicles to provide transportation services, 6 of which are accessible.

The main challenge facing Community Yellow Cab is funding to meet the high costs of maintaining a large fleet.

Council on Aging of Southwestern Ohio



The Council on Aging (COA) is designated as the Area Agency on Aging 1 (AAA1) by the Ohio Department of Aging. The agency's mission is to enhance the lives of adults by assisting them to remain independent at home through a range of quality services. The agency serves Butler, Clermont, Clinton, Hamilton and Warren counties and provides advocacy and information for and about seniors to the community at large. The Council on Aging administers multiple social service programs for the elderly such as the Hamilton County Elderly Services Program, Title III and Passport. The agency assists in the administration of the Elderly Services Program in Butler, Clinton and Warren counties. Each of these programs has some of transportation provided to seniors. Eligibility and type of service provided differs according to the requirements of the program.

Transportation issues for seniors are tied directly to COA as an identified issue in the agency's 5 year strategic plan. Transportation issues are the 3rd most important issue both locally and nationally with seniors.

The Council on Aging provides transportation services in Butler, Clermont, Clinton, Hamilton and Warren counties. The agency administers, or partially administers, multiple programs throughout all five counties.

Eligibility requirements vary based on the program. In general, age, functional impairments, and county of residence (excluding Title III). Recipients of transportation services must agree to a financial review, either by COA staff or Medicaid staff.

The Council on Aging is open from 8:00 a.m. to 4:30 p.m. Monday through Friday. Transportation services provided through the various programs is dependant on the hours that contracted providers operate. The range for most is from early morning to late afternoon. A few providers operate on weekends—primarily those that transport dialysis clients.

The service areas most frequently requested include: social service program such as Title III, the Hamilton County Elderly Services Program, Clinton County Elderly Services Program, Butler County Elderly Services Program, Warren County Elderly Services Program and PASSPORT. All provide medical transportation. Only Title III provides non medical transportation.

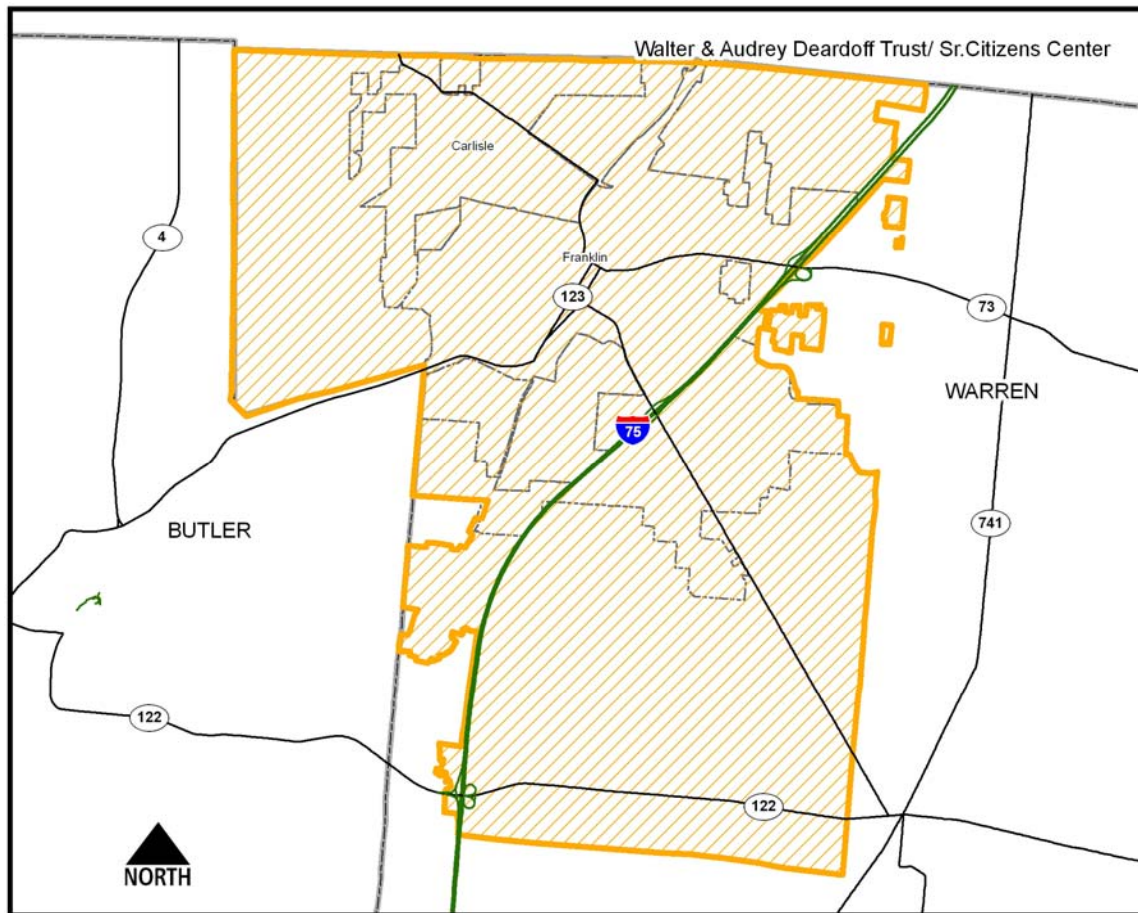
Transportation services have been requested to “quality of life” destinations, such as the mall, post office, grocery, etc and these are not covered by transportation services in the home care programs.

Transportation services are provided by programs that are administered by COA. Fares for these transportation services vary by program. Title III providers may ask for a donation, but may not charge a fare to seniors. Home care programs operate on a sliding scale set by the federal government. If a client’s income reaches a threshold, a co payment for service may be assessed for ESP clients.

The Council on Aging does directly operate any vehicles; transportation services are contracted with other providers.

The main challenge for COA in their transportation program is developing an internal, comprehensive transportation plan. The agency needs to identify unmet needs, search for ways to coordinate their internal programs and identify ways to work with community organizations.

Deardoff Senior Citizens Center (Walter and Audrey Deardoff Trust)



The Deardoff Senior Citizens Center offers many activities that aid in keeping senior citizens active. Seniors and those with disabilities are encouraged to volunteer their services and participate in available programs. The transportation program plays a major role in making it possible for seniors and those with disabilities to stay active. Without transportation, many people would be confined to their homes. The transportation services offered through the Deardoff Senior Citizens Center provides the opportunity for people to stay in the homes, promotes well-being and enhances their quality of life. Non-emergency medical and non-medical transportation services are offered; however, medical trips are given a higher priority.

Transportation services are offered to senior citizens 60 years of age or older who are living independently. Younger individuals with disabilities are also served with trips to and from work, training programs, volunteer assignments and medical appointments. Transportation is provided to residents of Franklin Township, the City of Franklin, the City of Carlisle and a portion of Middletown.

Service hours are from 8:00 a.m. to 6:00 p.m. Monday through Friday.

The areas most frequently served by Deardoff Senior Citizens Center transportation are Middletown Regional Hospital Dialysis Center, doctor/dentist offices in Middletown, grocery shopping, the Deardoff Senior Citizens Center and to the YMCA in Springboro.

Trips to Cincinnati are requested, but not served by Deardoff transportation.

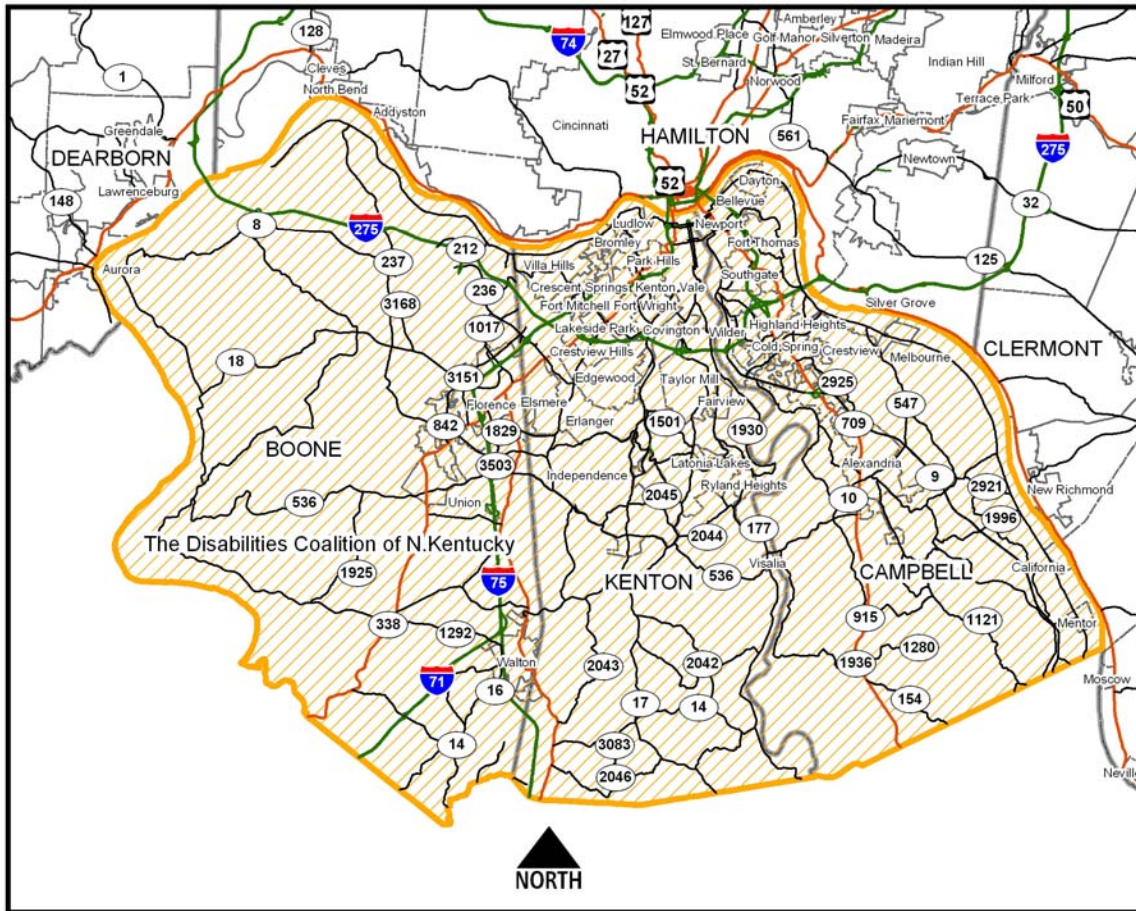
Fares: The agency does not charge a fare for the transportation services

The Deardoff Senior Citizens Center operates one van which has seating for six ambulatory persons and two wheelchairs.

The main challenges facing the transportation services offered by the Deardoff Senior Citizens Center are:

- Rising fuel costs
- Retaining drivers (small wage offered by the center)
- Maintaining free transportation services—it would be difficult for those needing a trip to the food bank to pay even a small fare; the agency is attempting to maintain the free service to reach those with the greatest need.

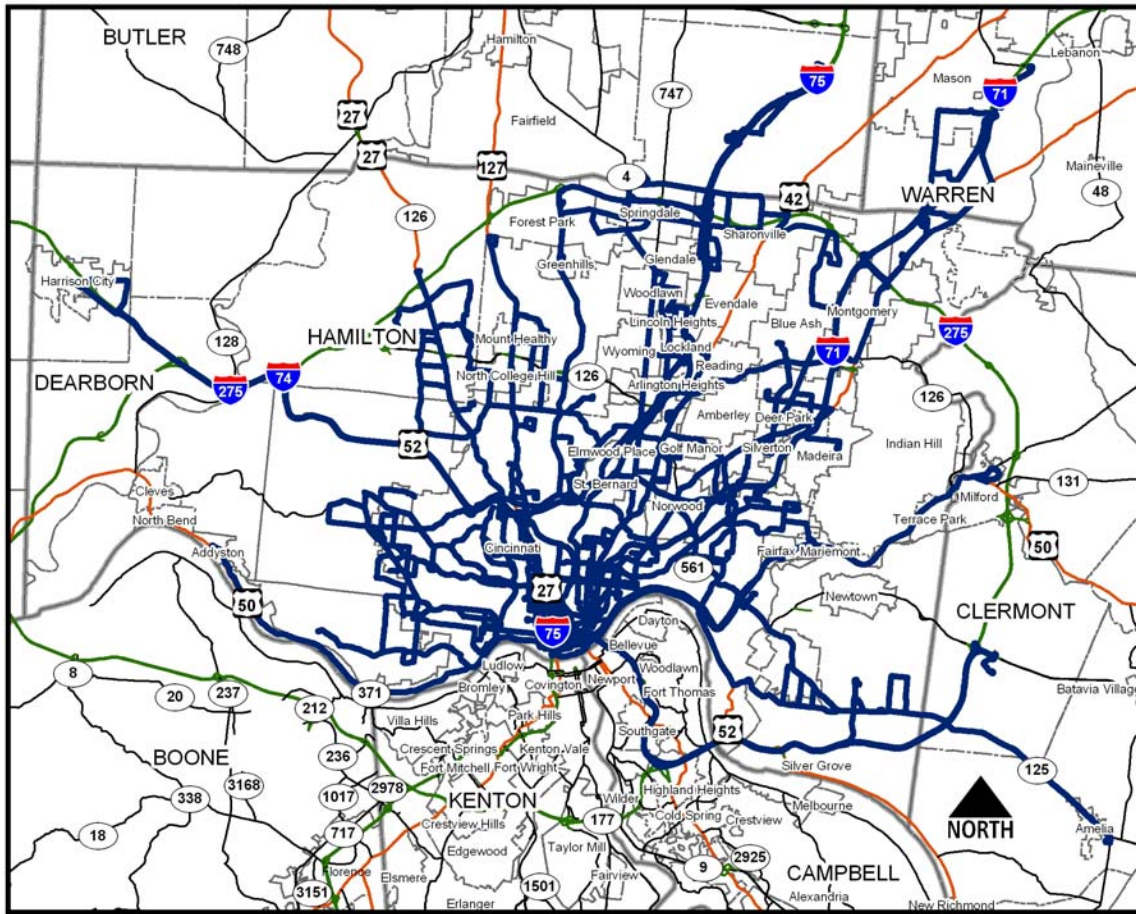
The Disabilities Coalition of Northern Kentucky



The Disabilities Coalition of Northern Kentucky is a non-profit agency providing services to the disabled and non-disabled located throughout Northern Kentucky. Four core services are provided—information and referral, advocacy, independent living skills and peer counseling. The agency works to empower people with disabilities through education, networking and positive attitudes.

The Disabilities Coalition of Northern Kentucky works closely with TANK to help provide services to disabled constituents. The most requested areas for service include all of Northern Kentucky plus some places outside the area, such as Maysville. The agency does not directly operate any transportation services.

Everybody Rides Metro

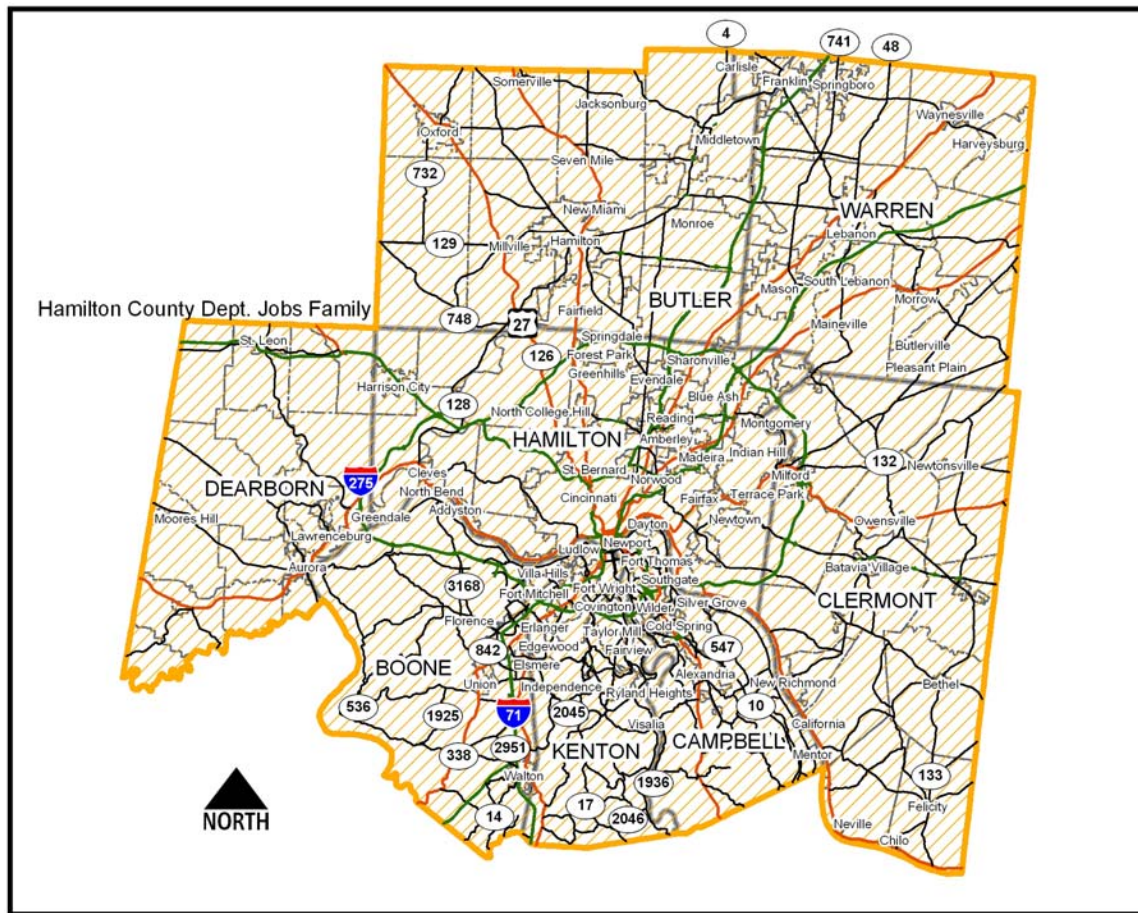


Everybody Rides Metro was created in May 2006 with a mission to provide subsidized fares for low-income individuals so they can connect to jobs, education, healthcare and other vital human services that help them achieve and maintain self-sufficiency.

Everybody Rides Metro provides subsidies for rides on Metro, which serves the City of Cincinnati, Hamilton County and portions of Butler, Clermont and Warren counties. Metro operates Monday through Saturday from 5:00 a.m. to 1:00 a.m. and on Sundays from 6:00 a.m. to 12:00 midnight.

The main challenge facing Everybody Rides Metro is funding to maintain and expand the program.

Hamilton County Department of Job and Family Services



The Hamilton County Department of Job and Family Services (HCDJFS) provides Non-Emergency Transportation (NET) to Hamilton County's Medicaid population for Medicaid appointments with certified providers. Children's Services provides transportation for supervised visits, medical and therapy appointments and transports of clients' personal items or file records.

There are eligibility requirements for transportation services. For NET, the person must be Medicaid eligible for the month in which transportation is requested. For Children's Services, the person must be a client of the program. Hamilton County Department of Job and Family Services directly operates transportation for programs associated with Children's Services. The agency also provides subsidies for clients using SORTA/Metro.

Customers are served 24 hours a day, 7 days a week.

Transportation is provided to southwestern Ohio, northern Kentucky and southeastern Indiana. For Children's Services, services are provided anywhere in

the United States where a child may be placed in a foster home, relative's home or a residential treatment facility.

The Hamilton County Department of Job and Family Services does not charge a fare for transportation services.

The main challenges facing HCDJFS's transportation services are:

- Meeting increasing number of requests
- Lack of automated routing system
- Daily changes in ongoing transports

Harrison Senior Center

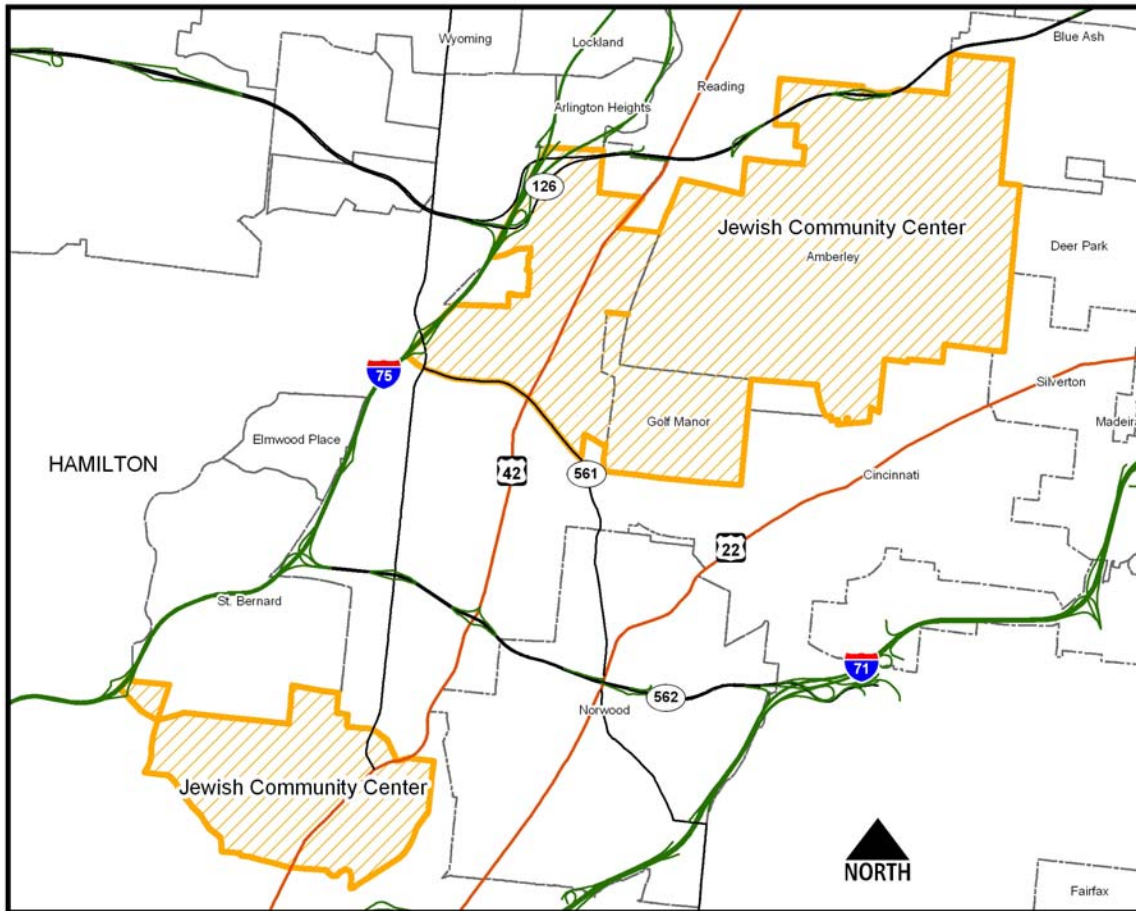


The Harrison Senior Center provides transportation to and from the center for congregate meal participants. The agency provides home delivered meals for homebound individuals and also provides transportation for grocery and shopping trips. A person must be considered a senior citizen before transportation services are available. The center currently operates two vans, neither of which is accessible.

Service hours are from 9:00 a.m. to 4:00 p.m. and transportation is provided to the City of Harrison and Harrison Township. There is no charge for the transportation services.

The main challenge facing Harrison Senior Center is the need for a new, handicap accessible, larger van.

Jewish Community Center



The Jewish Community Center (JCC) provides cultural, social, educational and recreational programs to the Jewish community of Cincinnati. The goal of the center is to provide transportation to seniors who attend the multi-service programs with JCC. The senior adult services department at JCC recognized that specialized transportation is one of the services that allows senior adults to maintain mobility and independence and for those. Transportation eligibility is based on age and persons with disabilities.

The geographic service area of JCC includes Roselawn, Golf Manor, Amberly, Edgemont and North Avondale. Sixty-five percent of seniors that are served by the program live in these areas.

Service hours are from 8:00 a.m. to 4:00 p.m. Monday through Friday. Some service is available on Sundays and evenings.

Transportation is not currently provided to medical appointments. This is a destination that has been requested by users, but not served by JCC.

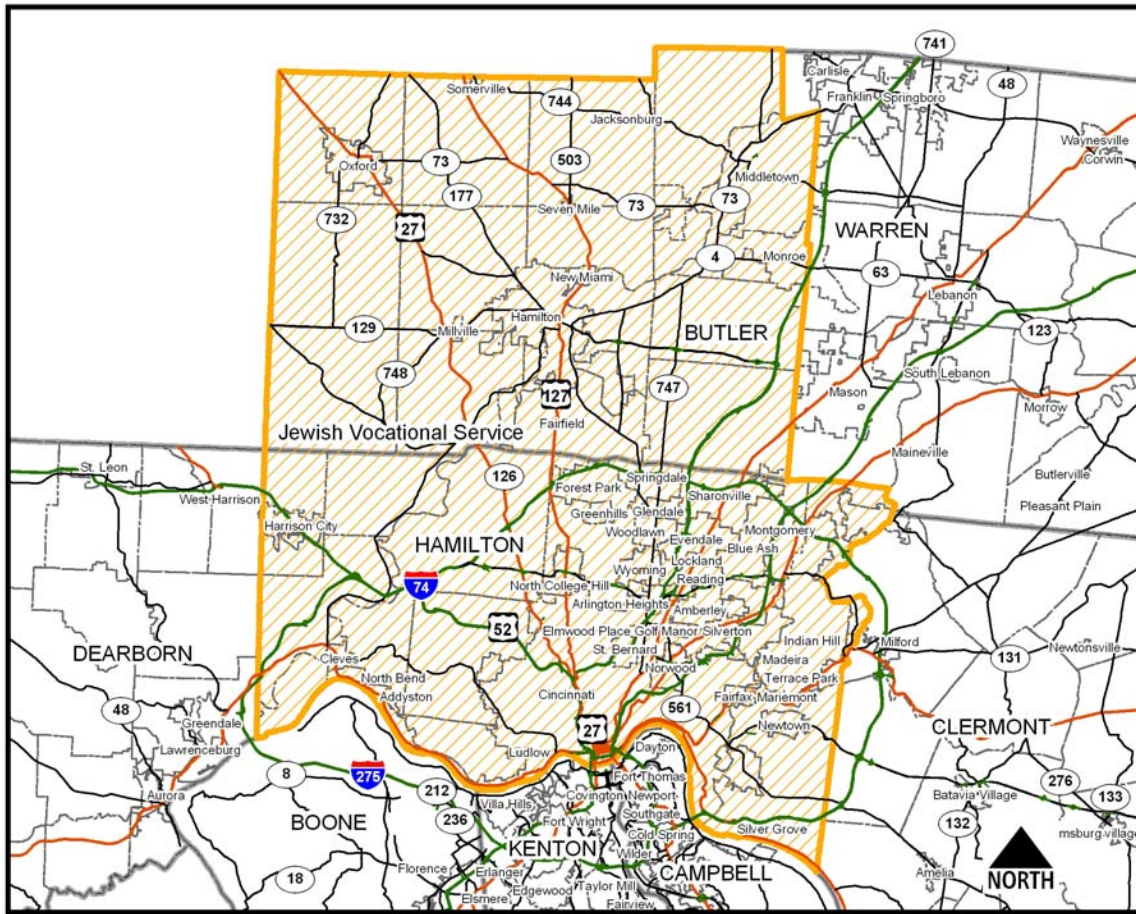
Fares: Jewish Community Center does not charge a fare for their transportation services, however donations are accepted.

Jewish Community Center currently operates 3 vehicles ranging from a 7-passenger van to a 13-passenger van. One of the vehicles is accessible.

The main challenges facing JCC are:

- The need for additional accessible vans
- Gasoline costs are rising
- Higher maintenance costs

Jewish Vocational Service



The Jewish Vocational Service (JVS) enables individuals to increase their self-sufficiency and independence and allows them to participate in the community by providing a continuum of vocational, educational and related services. The agency serves the entire community without regard to religious affiliation or belief, while remaining committed to providing services to the Jewish community. JVC provides services to a diversified population of aging, mentally and physically challenged individuals. This includes social, rehabilitative, work skills and recreational services. JVC also provides service for mentally and physically challenged persons seeking job and social skills to enhance their opportunity in the public work sector. Included is work place experience, job placement, job coaching, evaluation and follow along support.

Eligibility for transportation services is based on age, physical, mental or other needs. There is no limitation on age. Service is provided in Butler and Hamilton counties.

Transportation services are provided from 7:00 a.m. to 5:00 p.m. Monday through Friday.

The areas most frequently served by JVC include: Avondale, White Oak, Cheviot, Harrison, Reading, St. Bernard, Walnut Hills, Mt. Washington, Madisonville, Kenwood, Montgomery, Madeira, Price Hill, Woodlawn, Carthage, Glendale, Sharonville, Fairfield and Hamilton.

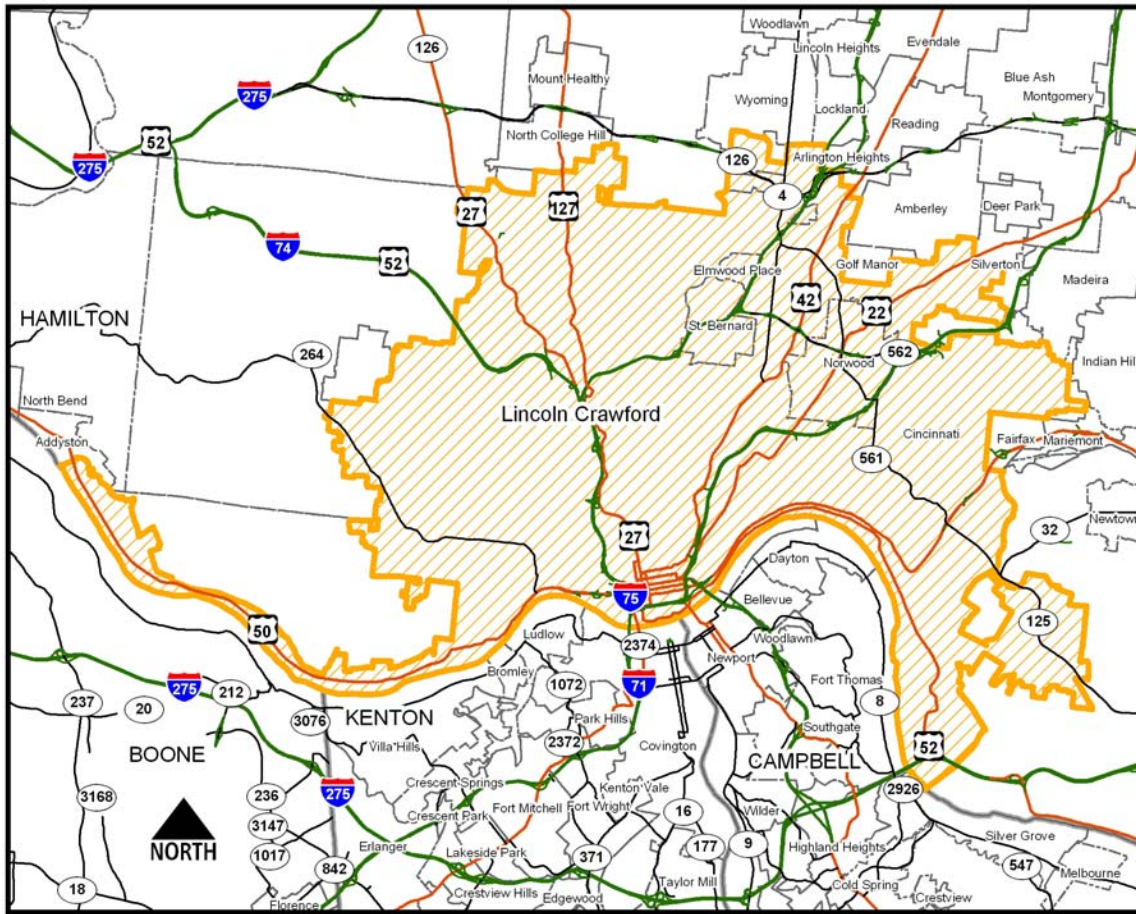
Fares: Jewish Vocational Services does not charge a fare for transportation services. However, JVS has a contract with the Hamilton County Board of MR/DD whereby they pay JVS to provide transportation to and from the JVS facility for clients who are JVS consumers.

Jewish Vocational Services operates 13 vehicles ranging in size from a 7-passenger van to a 15-passenger van. Six of the 13 vehicles are accessible.

The main challenges facing JVS are:

- Increasing request for transportation services
- Lack of funding for vehicles and drivers
- Increasing need for medical and personal transportation by those who have no means to pay for their needs

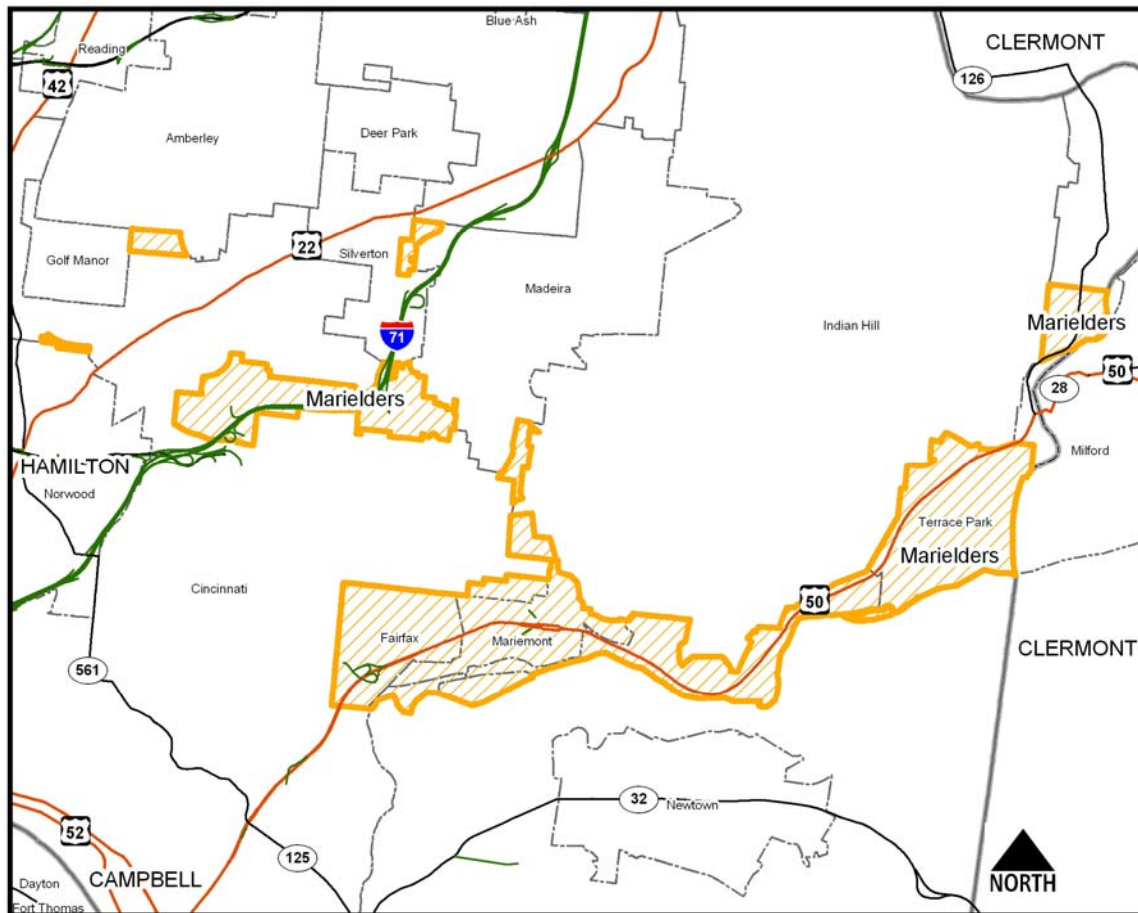
Lincoln Crawford Nursing & Rehabilitation Center



The Lincoln Crawford Nursing and Rehabilitation Center is a 100-bed nursing facility providing medical and psychological support for residents ranging in age from 45 to 95. A new 15-passenger van is being purchased to enhance activities programs by transporting residents to community events and programs. However, the agency currently does not operate transportation.

Transportation services are limited to residents of Lincoln Crawford.

Marielders



Marielders provides services and programs that include educational, health and safety and social/recreational offerings. Social services include help with all types of insurance, home visits, and financial help with check writing and bill payment. The largest service is transportation and is available to persons 55 years of age or older or disabled, but ambulatory. Persons using the service must also live in the service area, which includes Fairfax, Mariemont, Terrace Park and Columbia Township.

Service hours are from 9:00 a.m. to 5:00 p.m. Monday through Friday.

The areas most frequently served by Marielders include doctors, Kroger, Walgreens, beauty parlors and libraries included in the service area.

The following destination is not served by Marielders, but has been requested:

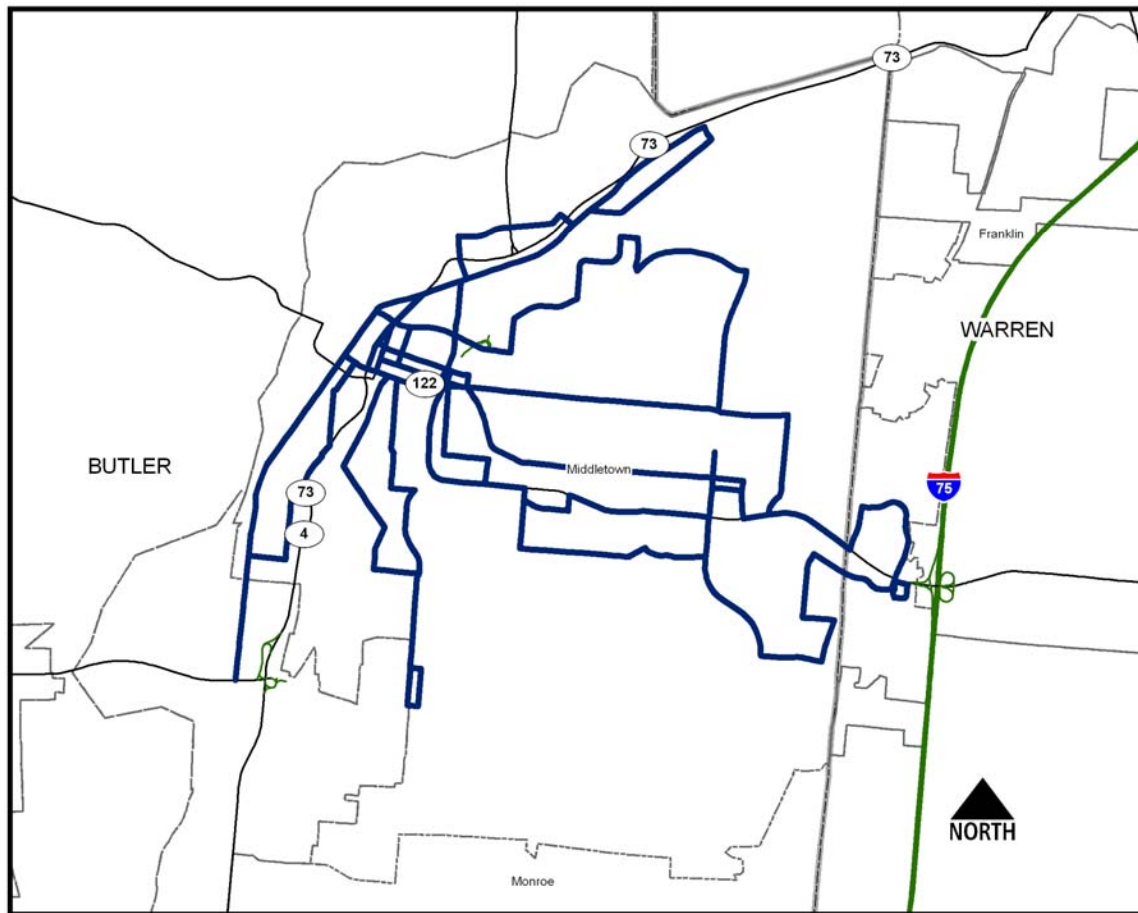
Cincinnati/Northern Kentucky International Airport

Fares: Marielders does not charge a fare for transportation services, but donations are accepted.

Marielders operates one 7-passenger van which is not accessible.

The main challenge facing Marielders is the need for additional funding.

Middletown Transit System



Middletown Transit System (MTS) operates fixed-route service within the city limits of Middletown. The service operates with six vehicles, all of which are accessible. In addition, MTS operates complementary paratransit service in the same areas and same hours as the fixed route service. Twenty-four hour advance reservations are required for this service.

Service hours are: Monday through Friday from 6:30 a.m. to 6:30 p.m.
Saturday from 8:30 a.m. to 4:30 p.m.

The areas most frequently served by MTS are Towne Mall, Middletown Crossings, Wal Mart, Engles Corner, K-Mart Plaza, Middletown Shopping Center, Middletown Regional Hospital, Miami University – Middletown Campus and the Summit Drive medical complex.

Fares: \$.80 unless Elderly & Disabled eligible, then \$.40
ADA Complementary Service \$1.60

The main challenges facing MTS are:

- Limited operating schedule
- Not permitted to consider service expansions in time of operation or area of operation
- Financial problems at the City of Middletown

New Housing Opportunities



New Housing Opportunities, Inc. helps to improve the quality of life for under served individuals by providing access to safe, decent and affordable housing, transportation, employment and related supports. The transportation program is an integral part of New Housing Opportunities. The program began in July 2004 with 4 vehicles and has grown to a fleet of 11 vehicles, averaging over 60 trips per day. Trips are provided to clients who reside in Warren and Clinton counties and are made primarily within these two counties. However, trips can also be made to Butler, Clermont, Greene, Hamilton and Montgomery counties.

Transportation clients must be referred to New Housing Opportunities through the Warren County MRDD, Mental Health Recovery Centers of Warren and Clinton counties or any other contract agency. Clients may be ambulatory or non-ambulatory and are adults over the age of 18.

Service hours are from 5:00 a.m. to 1:00 a.m. seven days a week.

The areas most frequently served include Lebanon, Mason, Springboro, Wilmington, Loveland, Pleasant Plain, Goshen, Waynesville, Blanchester and Sabine.

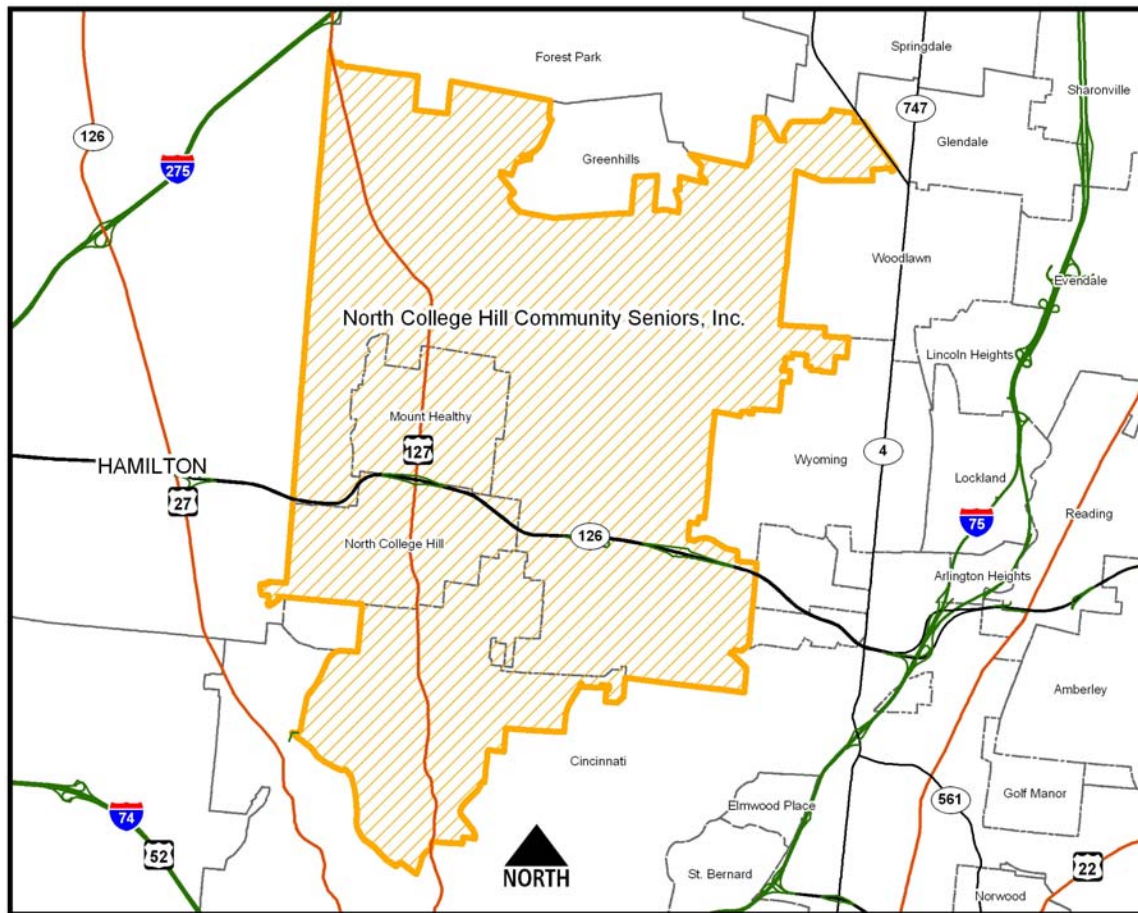
Fares: New Housing Opportunities does not charge a fare for its transportation services.

New Housing Opportunities, Incl. Operates 11 vehicles ranging in size from 3-passengers sedans to vans that are wheelchair accessible. Two of the vans carry 12 ambulatory passengers with spots for 2 wheelchairs. Four of the eleven vehicles are accessible.

The main challenges facing transportation services operated by New Housing Opportunities, Inc. are:

- Employee turnover
- Limited funding—increasing demand for services
- Fuel costs
- Need for additional vehicles
- Funding for additional dispatch/coordination
- Large geographical area to serve

North College Hill Community Seniors, Inc.



The North College Hill Community Seniors, Inc., through the North College Hill Senior Center, provides opportunities for friendships, recreation, wellness and education, which enable senior citizens to maintain an active quality of life. The agency provides a variety of wellness programming and activities, meal programs, educational and informational opportunities and recreational activities as well as transportation. Persons who are 60 years of age and older are eligible to use the agency's transportation services. The geographic service area includes North College Hill, College Hill, Finneytown, Mt. Healthy and some of Springfield Township.

Service hours are from 8:30 a.m. to 4:30 p.m. Monday through Friday. Some weekend service is available.

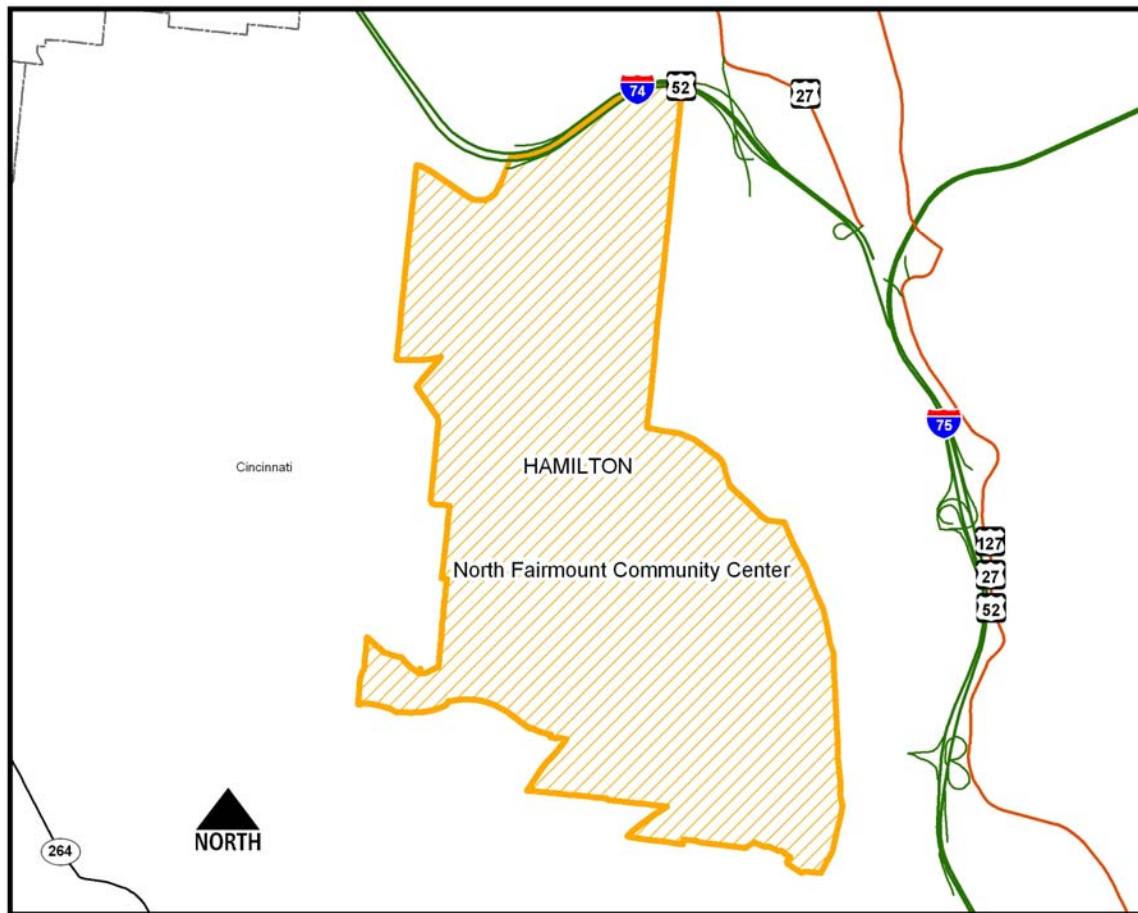
The areas most frequently served by North College Hill Community Seniors, Inc. are destinations in North College Hill, College Hill and Mt. Healthy. Service requests have been made for medical appointments and an expanded service area.

Fares: The North College Hill Community Seniors, Inc. requests a \$2 round trip donation for its transportation services.

The North College Hill Community Seniors, Inc. operates one accessible van that accommodates 11 passengers and 2 wheelchairs.

The main challenge facing the transportation service operated by the agency is covering the increased expenses associated with the service.

North Fairmount Community Center



The North Fairmount Community Center helps improve the quality of life in the North and South Fairmount neighborhoods by providing housing and economic development as well as social services and recreational facilities. Transportation services are provided to senior citizens in North and South Fairmount and Marquette Manor in English Woods.

Service hours are from 8:00 a.m. to 2:00 p.m. Monday through Friday. There are extended hours for special events.

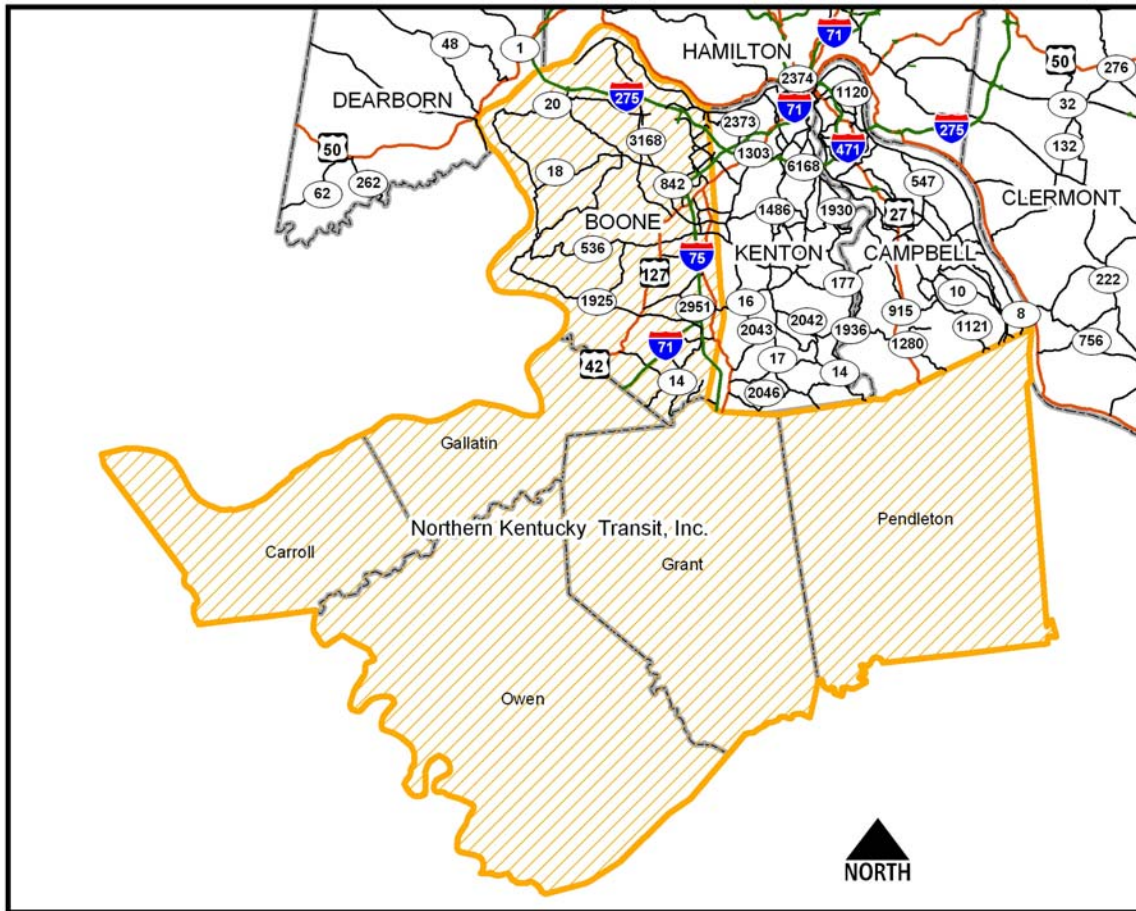
Requests are made for medical trips, but are not provided through this service.

Fares: North Fairmount Community Center does not charge a fee for transportation services to the meal site. There is a one dollar charge each way for special event transportation.

North Fairmount Community Center operates one van which is accessible.

The main challenge facing the transportation services offered through the agency is the rising cost of fuel and repairs.

Northern Kentucky Transit, Inc.



Northern Kentucky Transit, Inc. provides paratransit operations for passenger transportation services over regular and irregular routes between all points and places in the rural areas of Boone, Carroll, Gallatin, Grant, Owen and Pendleton counties. Northern Kentucky Transit is also the lead agency for Section 5310 funds for Campbell and Kenton counties. Transportation services are available to anyone living in the nonurbanized service area.

Service hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday, except for holidays.

The areas most frequently served are to area social service organizations and nursing homes.

Interstate transportation has been requested but is not provided with this service.

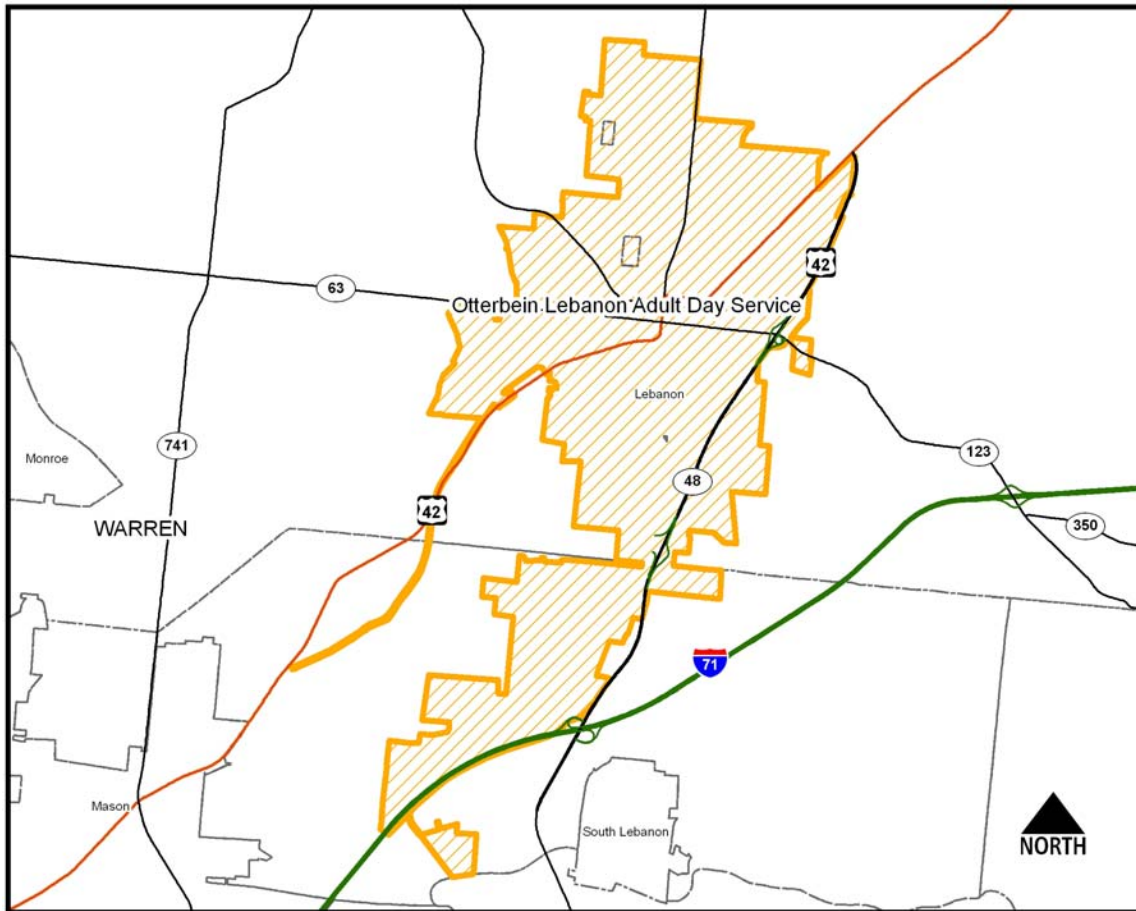
Fares: Fares vary anywhere from \$50 to \$75 per hour

Northern Kentucky Transit, Inc. operates 18 vehicles ranging in size from 7-passenger minivans to larger vans with space for 11 ambulatory passengers and 2 wheelchair positions. Four of the 18 vehicles are accessible.

The main challenges facing Northern Kentucky Transit, Inc. are:

- Raising money for capital expenditures
- Additional funding will be needed in the future for operating and administrative needs

Otterbein Lebanon Adult Day Service



The Otterbein Lebanon Adult Day Service provides a structured, protective environment to older adults who need supervision. Many of the clients have some form of dementia and/or visual or hearing impairments as well as some physical impairments. These older adults often need transportation to and from the facility as family members don't drive or leave at different times for work. Transportation personnel receive specific training to deal with the needs of the elderly and those with dementia who use the vehicles.

Transportation services are limited to residents of Otterbein Retirement Living Community or clients of the Otterbein Adult Day Service. The geographic service area is Warren County, near Lebanon.

Transportation service hours are from 6:30 a.m. to 5:00 p.m. Monday through Friday.

The areas most frequently served by Otterbein Lebanon Adult Day Service include Lebanon, Mason, Maineville, South Lebanon and Franklin. However, it is often difficult to provide transportation services to Maineville.

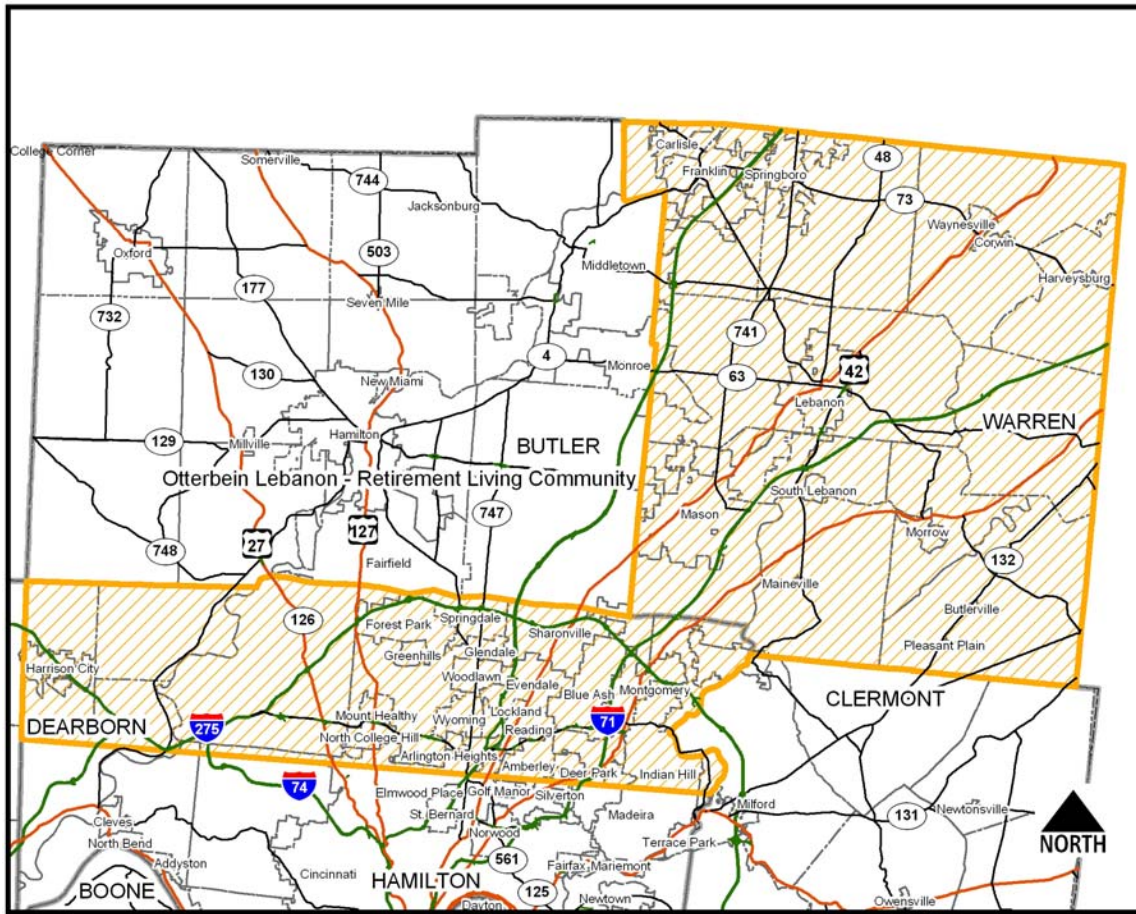
Fares: Otterbein Lebanon Adult Day Service charges \$1.75/mile once they get to the person's home. There is no charge for the mileage to get to the person's home.

Otterbein Lebanon Adult Day Service has 3 vehicles and also uses Warren County Transit to provide their transportation services.

The main challenges facing Otterbein Lebanon Adult Day Service are:

- Not enough drivers
- Not enough vehicles
- Insufficient funding for high fuel costs

Otterbein Lebanon – Retirement Living Community



The Otterbein Lebanon – Retirement Living Community encompasses a campus of over 880 residents living in patio homes, apartments, health care facilities with on-site conveniences such as banking, hair salon and a postal center.

Transportation services are available to residents of the facility from 7:30 a.m. to 4:00 p.m. Monday through Friday. Limited weekend service is also available.

The areas most frequently served are Lebanon and Middletown.

Otterbein Lebanon – Retirement Living Community operates 10 vehicles ranging in size from sedans to larger vans with seating for 12 ambulatory persons and 2 wheelchair positions.

**Oxford Talawanda Community Services, Inc.
dba The Family Resource Center**



Oxford Talawanda Community Services, Inc. does business as the Family Resource Center. The agency provides limited transportation assistance by providing \$20 worth of gas vouchers annually to individuals for transportation to appointments with doctors, Social Security or the Department of Job and Family Services. The agency does not directly operate transportation services.

Eligibility requirements to use transportation services offered by the agency include: 1) resident of Talawanda School District, 2) income within 125% of the federal poverty guidelines, 3) proof of total household income for 3 months and total household membership, and 4) proof of appointment.

Service hours for the Family Resource Center are from 9:00 a.m. to 5:00 p.m. Monday through Friday.

The most frequently served areas are Hamilton and Cincinnati. Transportation services to employment areas have been requested, but are not available through the Family Resource Center.

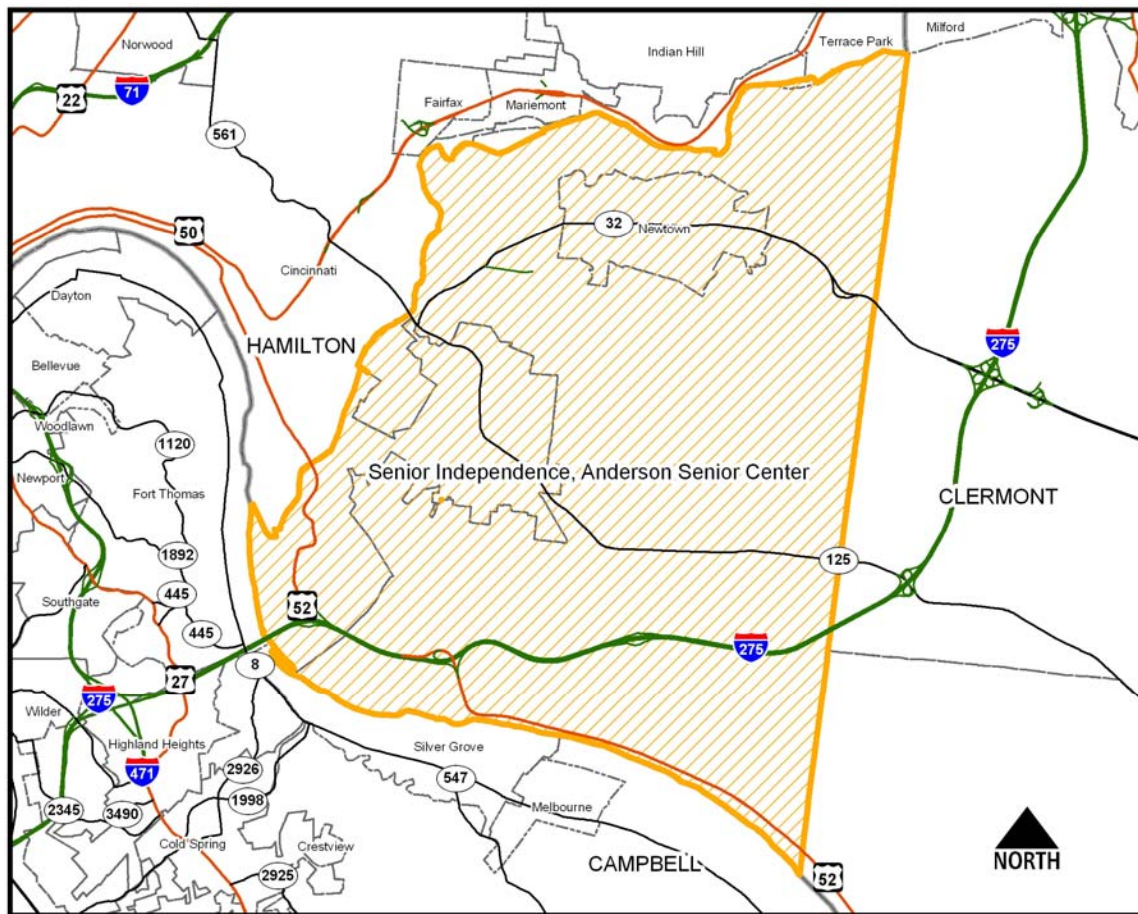
The main challenge facing the Family Resource Center is the need for transportation services to get people to work, school or appointments.

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Current services include commuting residents of group homes to their daily work sites via assigned minivans. The same vehicles are used to commute the same individuals to community and recreational outings.

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Senior Independence, Anderson Senior Center



Senior Independence, Anderson Senior Center provides transportation for seniors in the Anderson, Newtown, Mt. Washington and California areas. The senior center is located in Anderson Township and provides a variety of activities at the center. Transportation is also provided to doctor appointments, grocery stores, hair appointments and to and from the senior center. Members of the Anderson Senior Center must be 60 years of age or older.

Service hours are from 8:00 a.m. to 4:00 p.m. Monday through Friday.

The areas most frequently served by the center's transportation services are Five Mile Road, Beechmont Avenue and the Clifton area. The following areas have been requested for service, but are not available through the center's transportation services:

- Montgomery area
- Norwood area

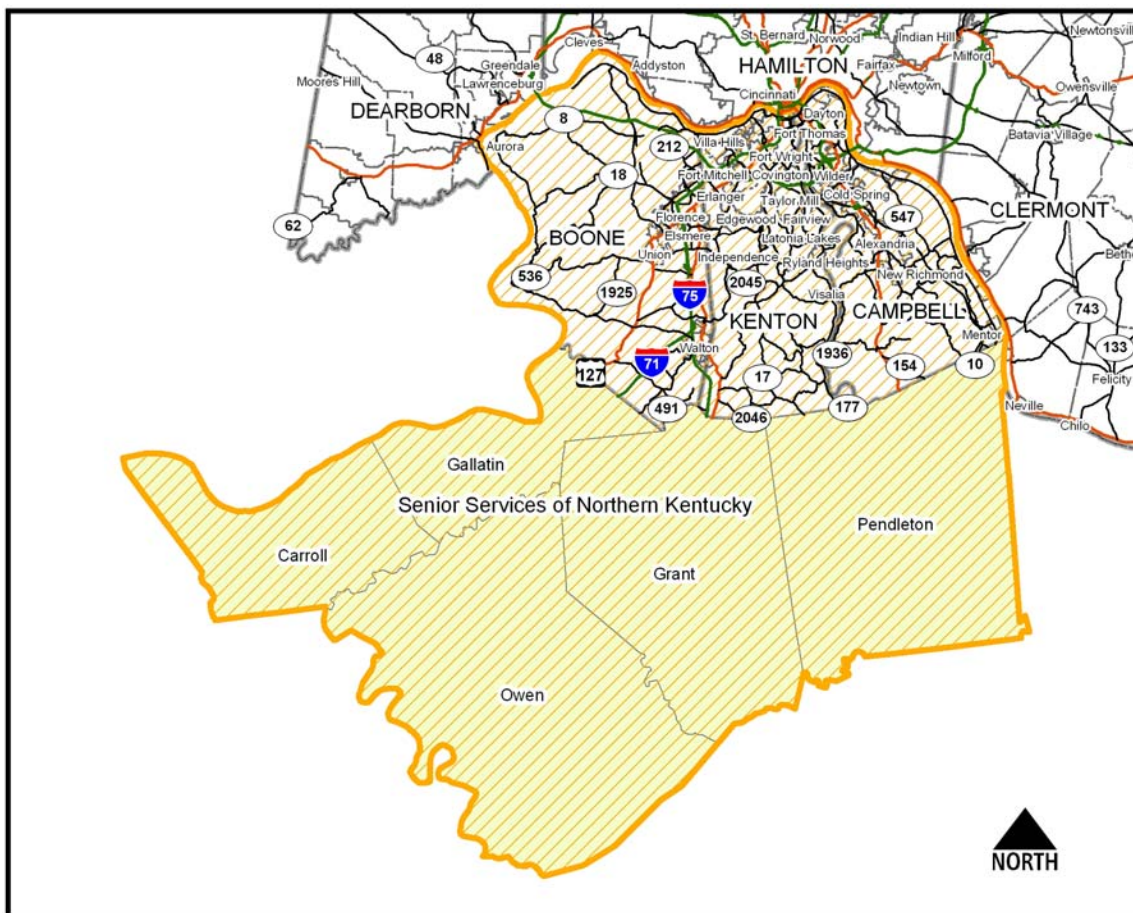
Fares: The Anderson Senior Center does not charge a fare for transportation services it provides.

Anderson Senior Center operates 4 vehicles ranging in size from a 5-passenger minivan to a 14-passenger van. All of the vehicles are accessible.

The main challenges facing the Anderson Senior Center are:

- The need for more drivers
- The need for new vehicles
- Increased funding amounts

Senior Services of Northern Kentucky



Senior Services of Northern Kentucky has the goal of providing more resources for programs and services to benefit the growing number of elderly in the region. Transportation services are provided for persons 60 years of age and older who have no other means of transportation. Transportation is provided mainly to medical appointments, with some service to senior centers. The service area includes Boone, Campbell and Kenton counties as well as rural areas of Carroll, Gallatin, Grant, Kenton, Owen and Pendleton counties. Service is open to the general public in rural areas only.

Service hours are from 8:00 a.m. to 4:00 p.m. Monday through Friday. Medicaid hours are served as needed.

The areas most frequently served include St. Luke and St. Elizabeth hospitals and surrounding doctors and clinics. In addition, service is frequently provided to the Veterans Administration in Bellevue and Cincinnati.

Transportation has been requested to Cincinnati, but service is limited to the vicinities of Christ, Veterans and University Hospitals.

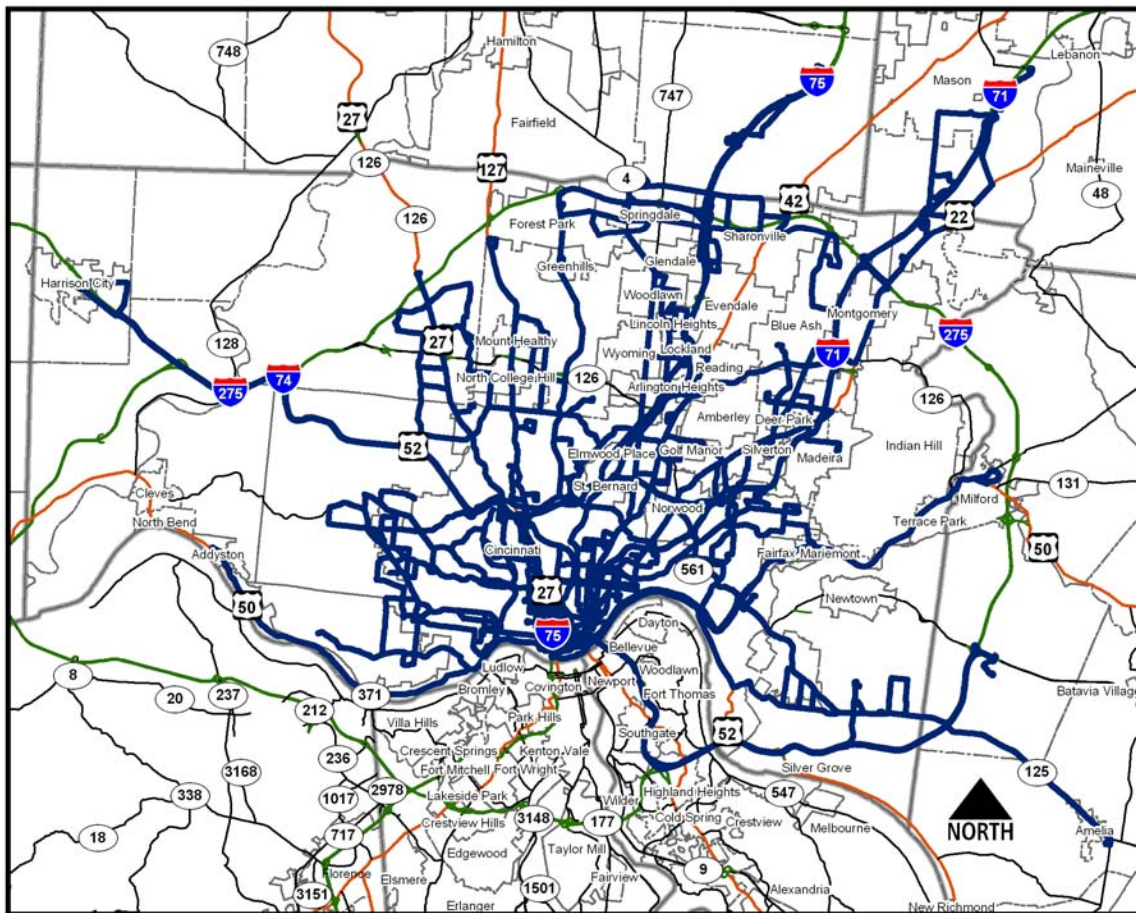
Fares: Senior Services of Northern Kentucky does not charge a fare for its transportation services.

Senior Services of Northern Kentucky operates a total of 23 vehicles ranging in size from 5-passenger vehicles to 15-passenger vans. Eight of the vehicles are accessible.

The main challenges facing the transportation services offered through Senior Services of Northern Kentucky are:

- Maintaining volunteers
- Rising prices of gasoline
- Getting reliable people to maintain the vehicles
- Manually handling the scheduling and dispatching activities

Southwest Ohio Regional Transit Authority (Metro)

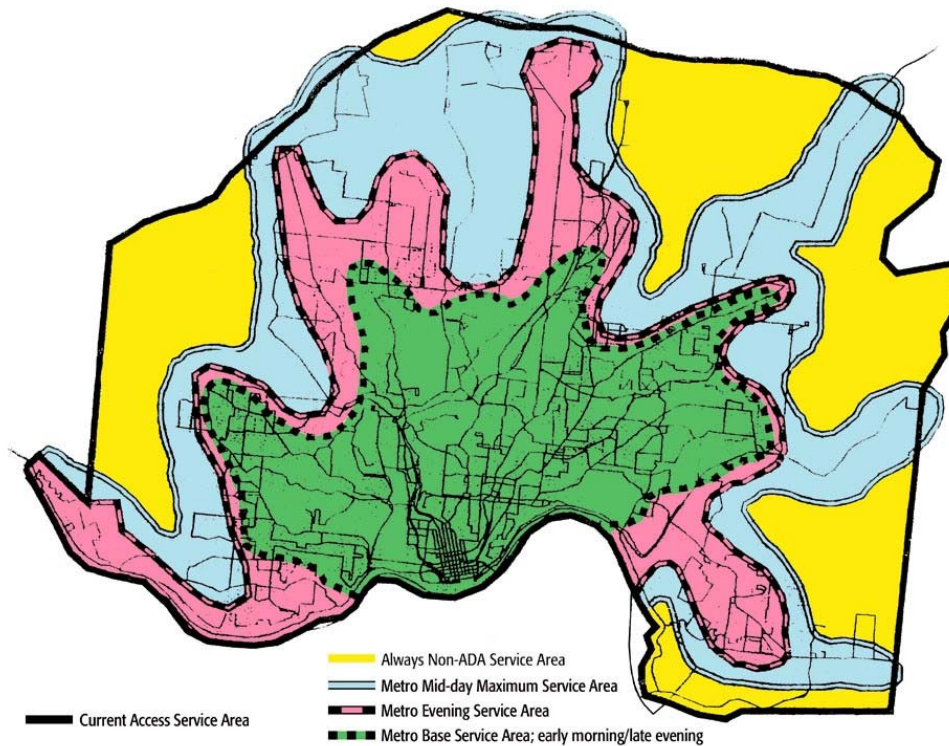


The Southwest Ohio Regional Transit Authority (SORTA) operates fixed route service through Metro in the City of Cincinnati plus most of Hamilton County and parts of Butler, Clermont and Warren counties. SORTA also operates complementary paratransit service known as Access. Access is a shared-ride public transportation service, providing curb-to-curb transportation for people whose disabilities prevent them from riding Metro buses.

Service hours for fixed route service are from 4:11 a.m. to 1:40 a.m. on weekdays; Saturdays from 4:36 a.m. to 1:42 a.m.; and, on Sundays from 5:06 a.m. to 1:20 a.m. Access service has comparable service days/hours to regular fixed route service. Non-ADA service operates on weekdays from 6:00 a.m. to 6:00 p.m., on Saturdays/Sundays and Holidays from 8:00 a.m. to 6:00 p.m. Non-ADA service is only available to those paratransit eligible customers who were made eligible prior to January 1, 2004.

The area most frequently served by demand response service is Hamilton County within the I-275 beltway, terminating at the Green/Miami Township border on

Access ADA/Non-ADA Service Area



This map is for illustration purposes only. All service eligibility determination will be made on a trip-by-trip basis.

the west side and the Clermont County border on the east side. The most frequently served destinations by demand response service include Jewish Vocational Services, Goodwill, Clovernook Center and WRC (Work Resource Center). Demand response uses pre-determined transfer points/locations for customers needing to transfer to neighboring transportation providers.

The following destinations are not served by Access because they are outside the ADA service boundary. However, there are requests by Access riders for transportation to these areas:

- Bethesda North Hospital
- Cincinnati Eye Institute
- Sharonville Convention Center
- Cincinnati Mills (Forest Fair Mall)
- McKinley Road Dialysis
- Kings Island
- Harrison, Ohio
- River Downs
- Coney Island
- Lake Isabella
- Delhi Shopping Center

If applicants of demand response service are found capable of using fixed route services, they are denied eligibility for demand response services and are often referred to fixed route travel training, Council on Aging or Hamilton County Department of Job and Family Services.

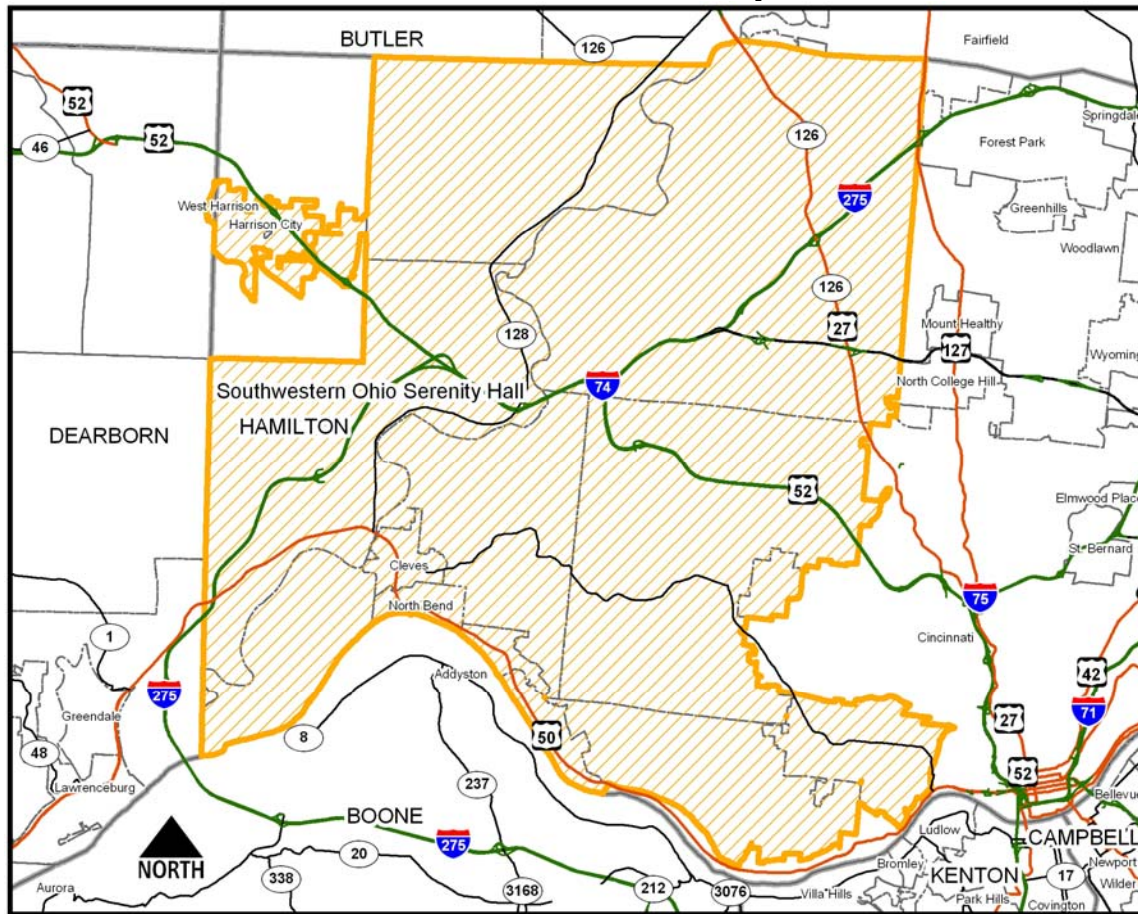
Fares:	Fixed Route within Zone 1 (City of Cincinnati)	\$1.00
	Fixed Route within Zone 2 (Hamilton County)	\$1.50
	Fixed Route within Zone 3 (Clermont County)	\$2.00
	Premium Express Routes	\$2.25 - \$2.75
	\$0.25 transfer charge	
	Demand Response within Zone 1 (Cincinnati)	\$1.50
	Demand Response within Zone 2 (Outside city)	\$2.00

Metro operates 393 vehicles for their fixed route service—336 are wheelchair lift equipped and 40 are low floor vehicles. ACCESS operates 53 demand responsive vehicles, 46 are accessible.

The main challenges facing SORTA are:

- Rising costs, especially fuel
- State and local funding instability

Southwestern Ohio Serenity Hall



The Southwestern Ohio Serenity Hall delivers professional chemical dependency treatment services to indigent men in Southwestern Ohio. The agency is located in the City of Hamilton. Southwestern Ohio Serenity Hall does not directly operate transportation services, but works with the Transportation Alliance of Butler County in coordinating transportation needs. Clients must be in the agency's residential treatment program to be eligible for transportation services. Transportation is primarily provided to Butler and Montgomery counties. Areas that are most frequently served are the Cities of Hamilton and Dayton.

Service hours are 24 hours a day, 7 days a week

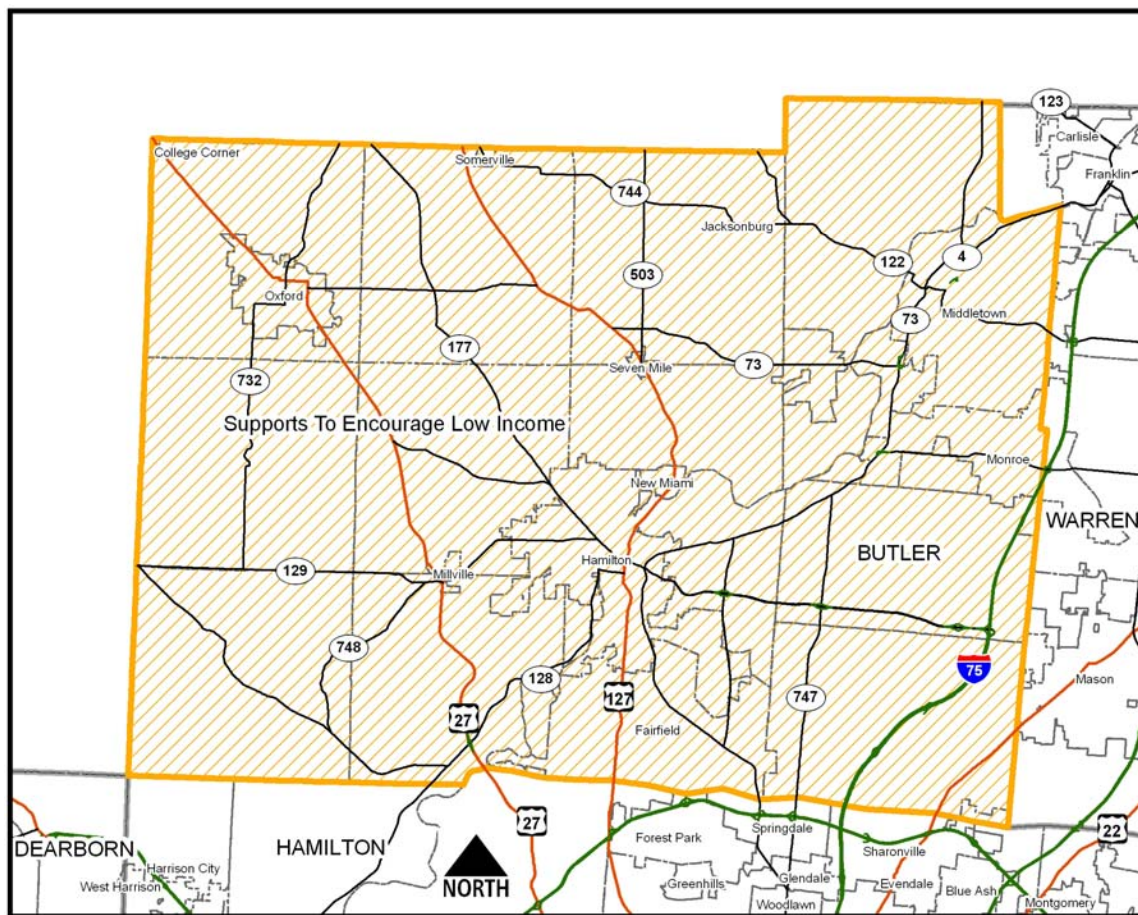
Service requests have been made for 2nd and 3rd shift work destinations in Butler and Montgomery counties, but are not currently available through the agency's transportation services.

Fares: The Southwestern Ohio Serenity Hall charges a fare for transportation services based upon what the client can afford. There is not a specific fare structure.

The main challenges facing the transportation services offered through the Southwestern Ohio Serenity Hall for its clients are:

- Cost of transportation is too high for the agency's population
- Hours of transportation are too limited

Supports to Encourage Low-income Families (SELF)



Supports to Encourage Low-Income Families (SELF) is a Butler County community action agency and helps to enhance the quality of life for county residents by impacting the causes of poverty and empowering individuals to achieve, sustain and advocate self-sufficiency.

SELF purchases transportation for individuals who have a transportation emergency and need to maintain employment or to complete an educational program. For homeless individuals and families, SELF purchases transportation for any purpose that will help the homeless get back on their feet. The transportation funding focuses on temporary job transportation. SELF does not operate any transportation services directly.

Eligibility for transportation services through SELF are:

- Job and education transportation—any age, 125% or less of the federal poverty level.

- Homeless transportation—any age, 125% or less of the federal poverty level.

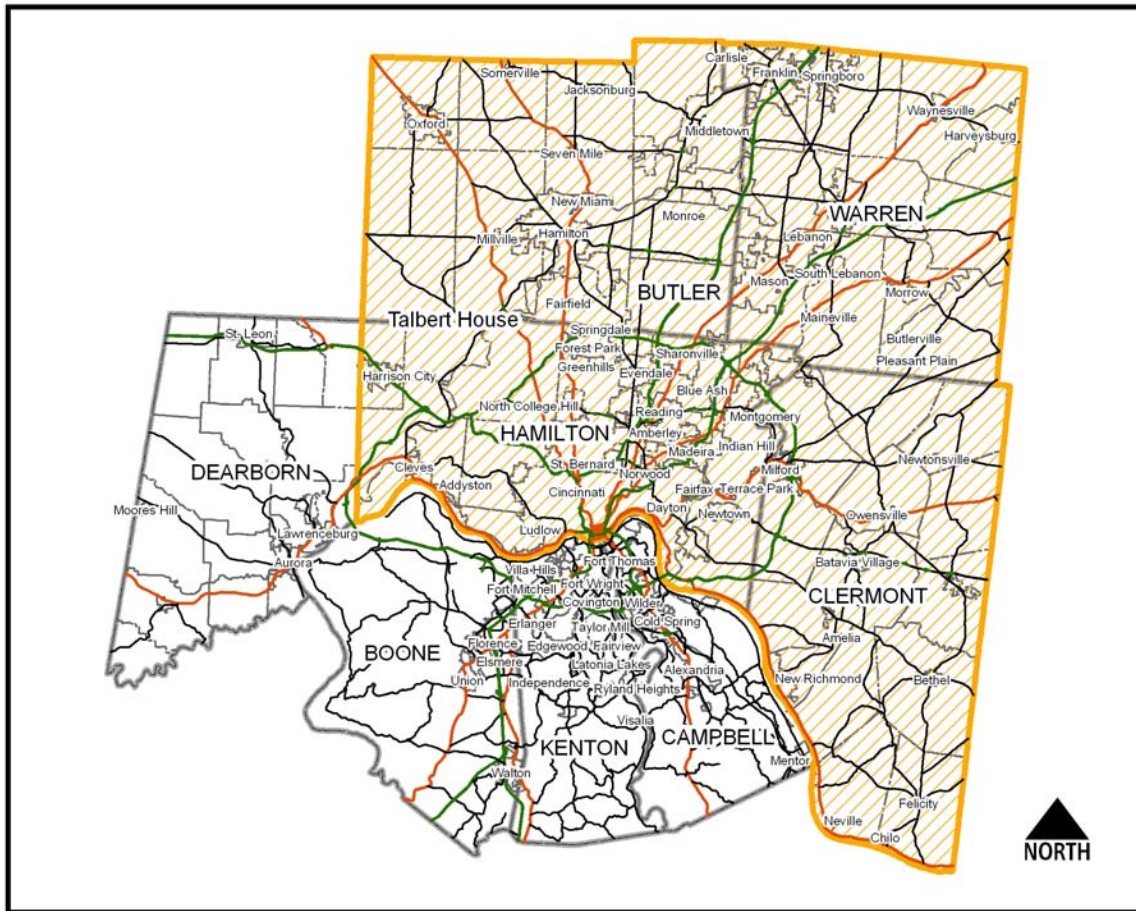
Trips beginning anywhere in Butler County and extending a reasonable distance (not defined) are eligible for funding through SELF. The most frequently serviced areas include: Middletown to Hamilton; Middletown to West Chester; and, Hamilton to West Chester.

Service from Hamilton to Cincinnati has been requested, but is not available through SELF. Persons requesting this service are assisted in finding a job closer to home.

The main challenges facing the transportation service offered through SELF are:

- Insufficient funds
- Temporary nature of the service
- Limited number of client served

Talbert House



Talbert House is a multi-service, community-based nonprofit agency. The agency serves a broad population and develops and delivers services in criminal justice, mental health and substance abuse. There are two basic purposes to these services—to reduce and/or modify dysfunctional behavior and to facilitate social adjustment.

Persons become affiliated with Talbert House either through court mandated transfers, treatment groups, psychiatric and medication appointments, reentry services or family visits. Transportation services are not available to persons outside Talbert House. Transportation for members is provided to Hamilton County and adjacent counties.

Service hours are 24 hours a day, seven days a week.

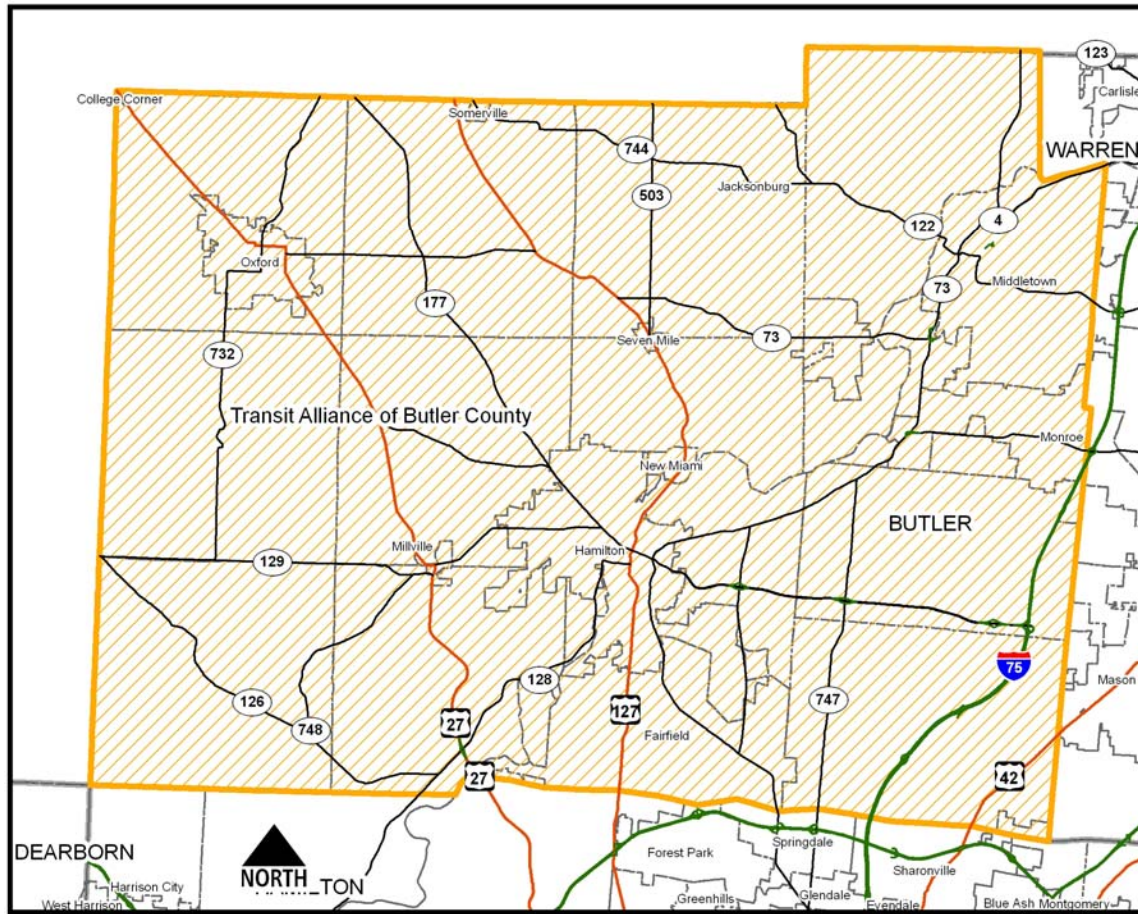
The areas most frequently served by Talbert House transportation are: Roselawn, Bond Hill, Walnut Hills, West Chester, Downtown Cincinnati, Pickaway and Franklin.

Fares are not charged by Talbert House for their transportation services.

Talbert House operates 3 vans, one of which is accessible.

The main challenge facing transportation services operated by Talbert House is keeping the 15 year old vehicle they own in running condition. This is difficult considering the van is available 24 hours a day, 7 days a week to more than 1,690 clients.

Transit Alliance of Butler County



The Transit Alliance of Butler County creates an effective, efficient and coordinated approach to meet the current and future local and regional transportation needs for Butler County residents, agencies and businesses. The agency attempts to coordinate transportation resources in Butler County to eliminate duplicate efforts, enhance service quality, offer better training opportunities and provide improvements in overall system cost-effectiveness. The agency works with transportation providers in Butler County, but does not directly operate transportation services itself.

Service hours for the Transit Alliance of Butler County are 8:00 a.m. to 5:00 p.m. Monday through Friday. Some of the providers that work with the Transit Alliance are Butler County RTA, which operates from 6:00 a.m. to 6:00 p.m. Monday through Friday and UTS, which operates 24 hours a day, 7 days a week.

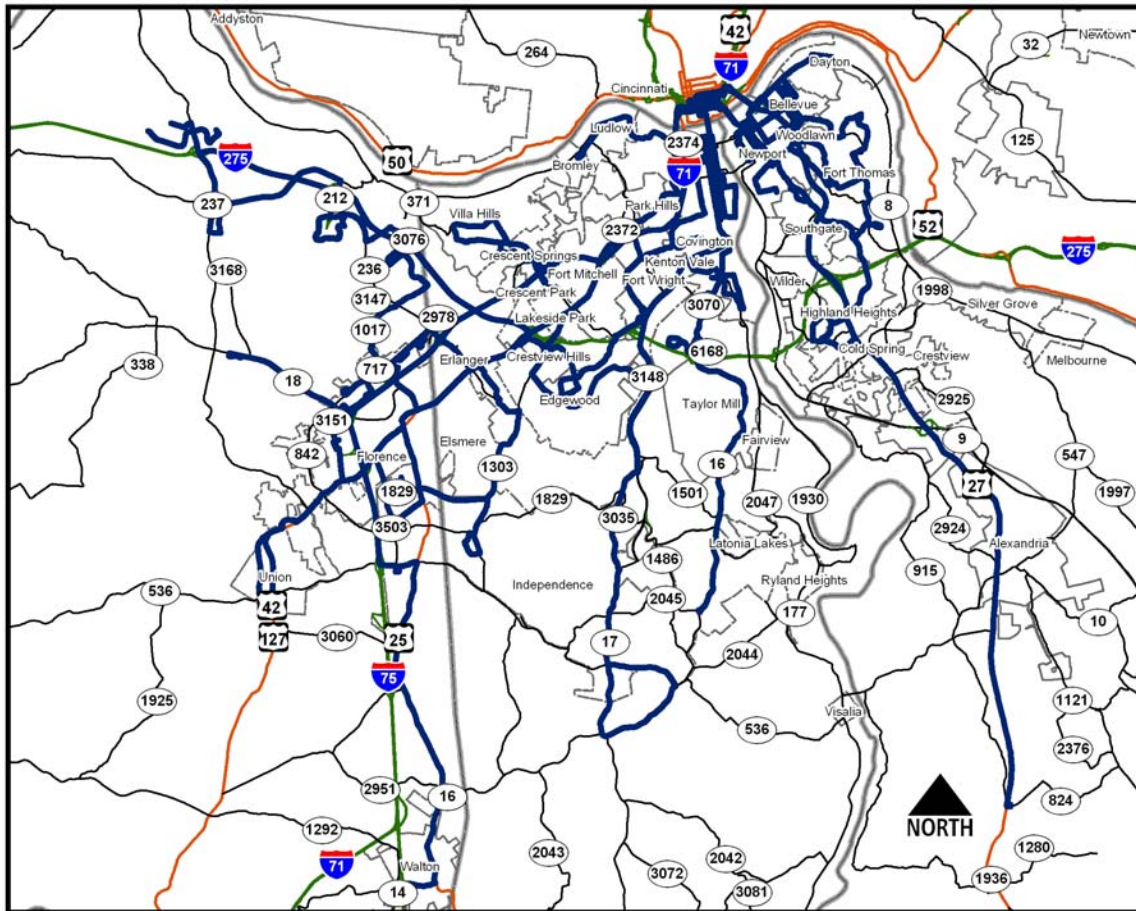
The Transit Alliance of Butler County works with transportation operators to provide service in the following Townships in Butler County: Oxford, Reily, Morgan, Milford, Hanover, Ross, Wayne, St. Clair, Madison, Lemon, Liberty and

West Chester. In addition, service is coordinated to Oxford, Somerville, Millville, New Miami, Hamilton, Fairfield, Seven Mile, Indian Springs, Jacksonburg, Trenton and Middletown.

The Transit Alliance of Butler County does not charge a fee for its coordination services; however, each separate operator may charge a fee or accept donations.

The main challenge facing the Transit Alliance of Butler County is the coordination challenges among various transportation providers in the county.

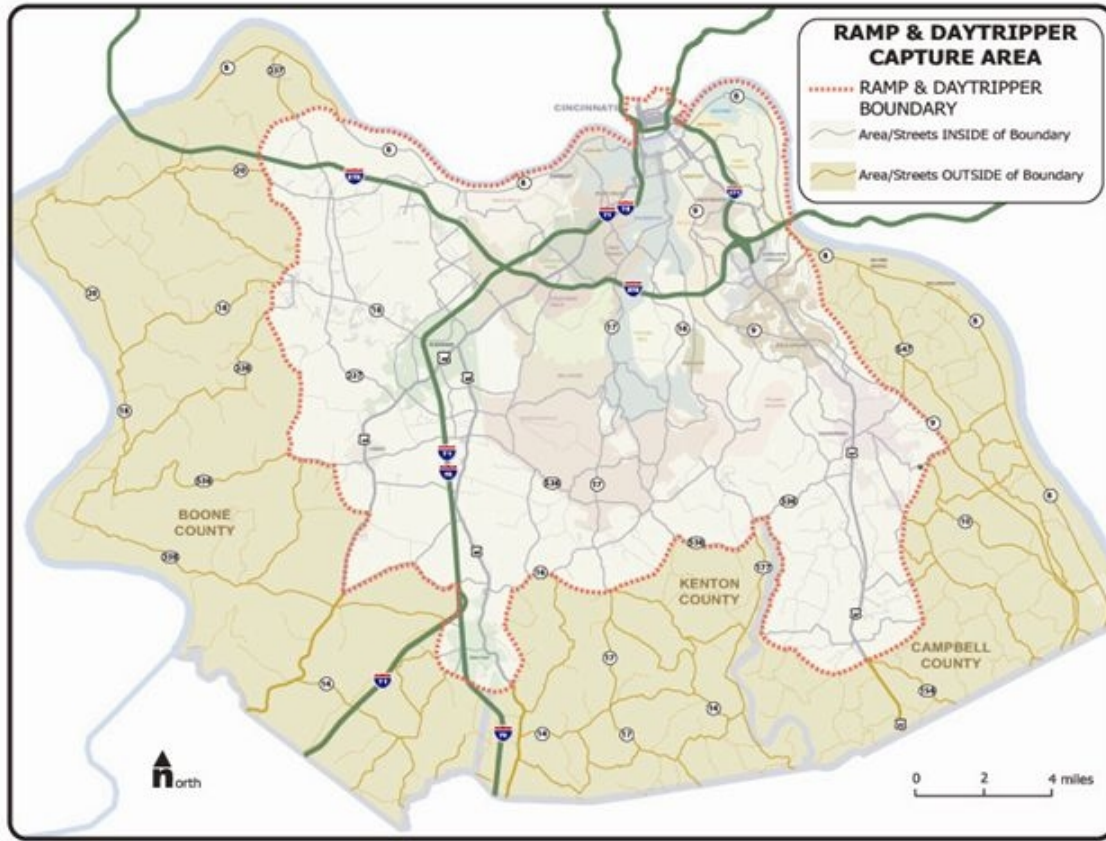
Transit Authority of Northern Kentucky (TANK)



The Transit Authority of Northern Kentucky (TANK) operates 27 fixed-route bus routes in Boone, Campbell and Kenton counties and downtown Cincinnati. TANK also operates RAMP and Day Tripper service. RAMP provides service to individuals with disabilities who are unable to use the fixed-route service without personal assistance or who are unable to travel to or from a regular bus stop. Day Tripper service is available to persons who are 60 years of age or older, receive social security or receive social security disability.

Service hours for fixed route service are from approximately 5:00 a.m. to 1:00 a.m. seven days a week. RAMP service is offered during the same hours as the fixed route service. Day Tripper service operates from 9:00 a.m. to 3:00 p.m. seven days a week.

The area most frequently served by the fixed route service is downtown Cincinnati and most major travel corridors in Northern Kentucky. RAMP and Day Tripper service is provided to many locations in Northern Kentucky.



There are no destinations that are requested by users but not served by TANK. If individuals are outside the TANK service area, they are referred to SORTA (Metro) in Ohio and to Senior Services of Northern Kentucky.

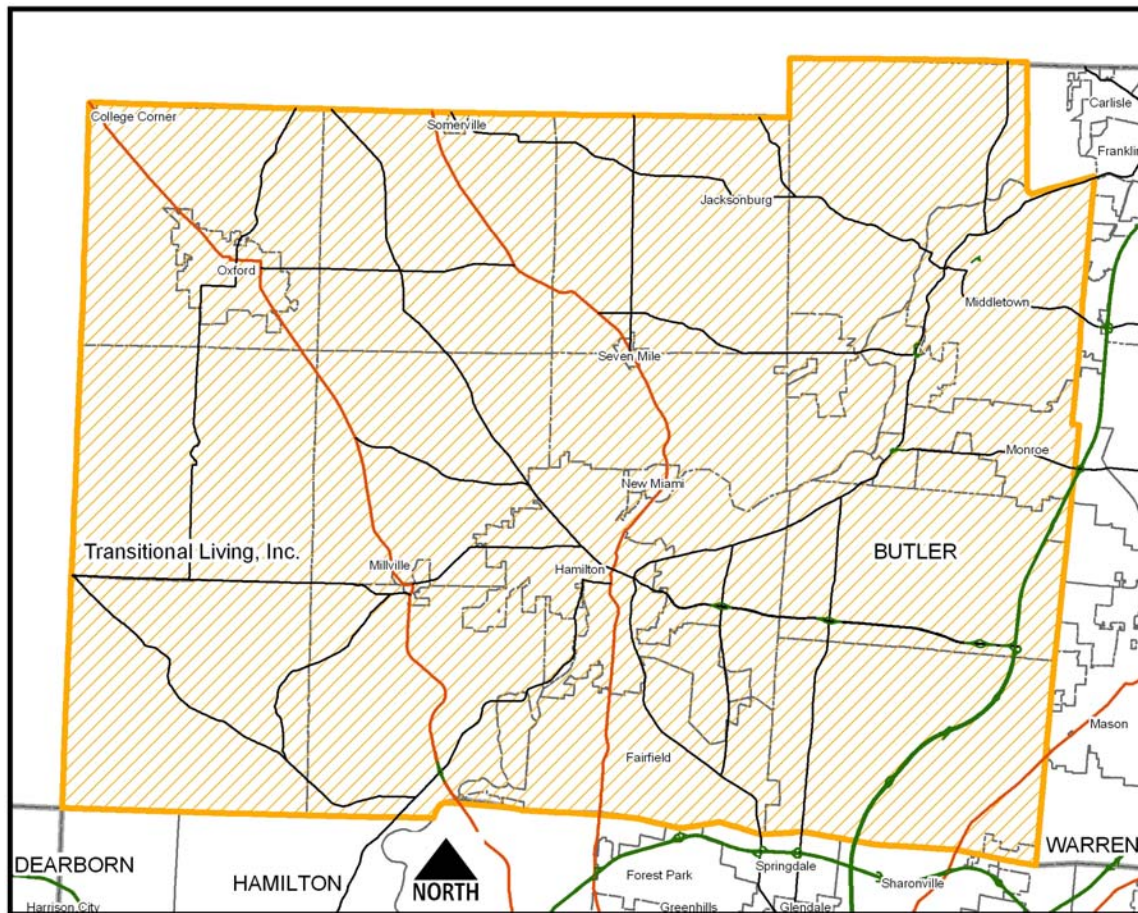
Fares:	Fixed Route	\$1.25 (\$1.50 for express trips)
	RAMP	\$1.50
	Southbank Shuttle	\$1.25
	Day Tripper	\$3.00

TANK operates 100-30 to 40 passenger vehicles for their fixed route service with 3 wheelchair positions per vehicle. RAMP and Day Tripper operate 20 8-passenger vehicles and 5 7-passenger vehicles for their service. All vehicles on the RAMP and Day Tripper have at least one wheelchair position.

The main challenges facing TANK are:

- Sustained local funding
- Continued disinvestment in central city and suburban low-density development patterns make transit a less viable option.

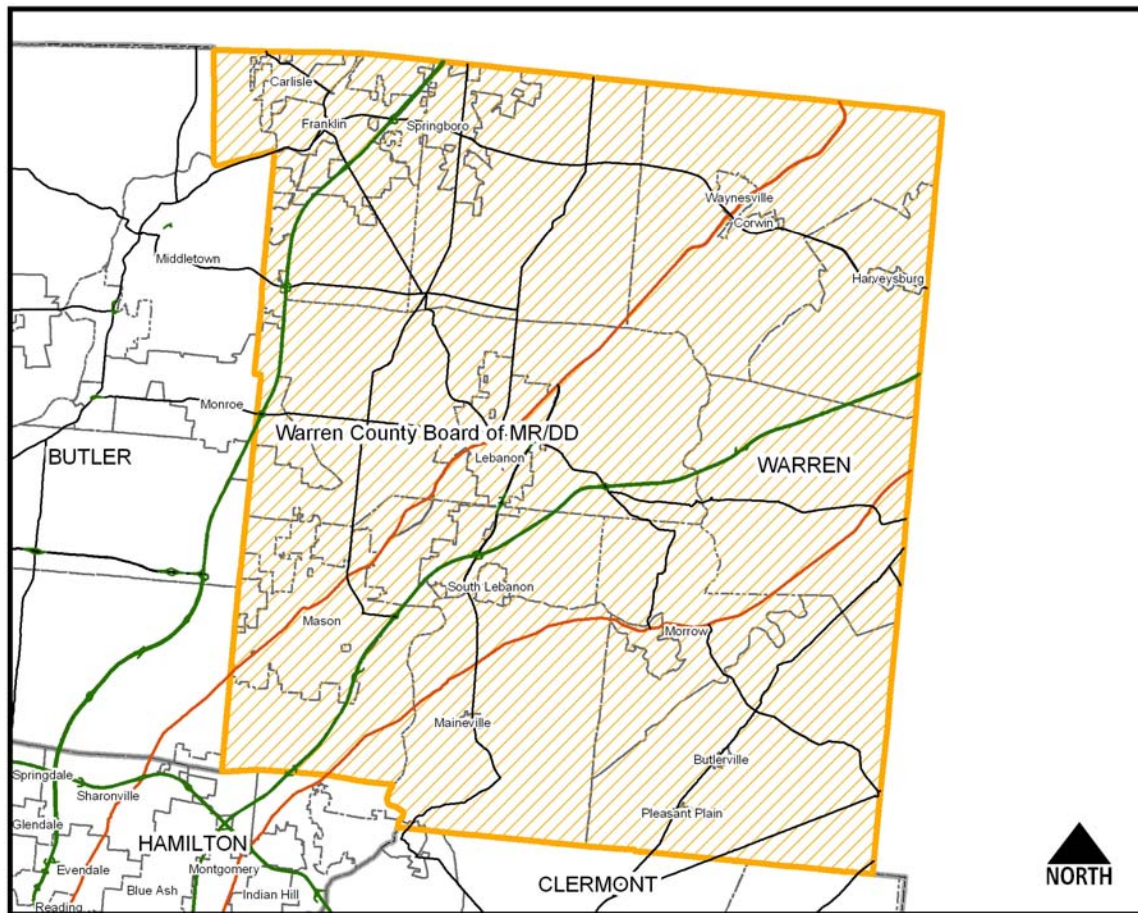
Transitional Living, Inc.



Transitional Living, Inc. provides competent, caring rehabilitative services to adults with severe mental illness. The agency assists them in achieving recovery and living independently in Butler County. Transitional Living is the only healthcare organization of its kind in Butler County. A broad range of services is provided such as case management, pharmacological management, psychiatric and medical doctor services, and group and individual therapy. It is important that clients are able to get to appointments concerning their health, finances and necessities to allow them to reach and maintain their goal of living independently in their community.

Transitional Living, Inc. does not directly operate transportation services. However, clients seek transportation services to Hamilton, Fairfield, Oxford and Middletown from other local providers.

Warren County Board of MR/DD



The Warren County Board of MR/DD supports people with disabilities and their families to achieve what is important to them. Through their transportation services, the agency provides a vital link to employment, recreation, health care and the community—all things that are important to the people and families served by Warren County Board of MR/DD. Individuals must be certified as qualified to receive services from the County Board of MR/DD and be actively enrolled in the program.

Service hours are from 7:00 a.m. to 6:00 p.m. Monday through Friday. Contracted transportation is available from 6:00 a.m. to midnight, 7 days a week.

The Warren County Board of MR/DD serves all of Warren County. The areas most frequently served with transportation are MR/DD workshop and habilitation facilities in Lebanon and employers in Mason (PAX, Mitsubishi) and in Springboro (Celebration Farms).

Service to some employers, health care and recreational facilities outside the county has been requested, but is unavailable through the current transportation services.

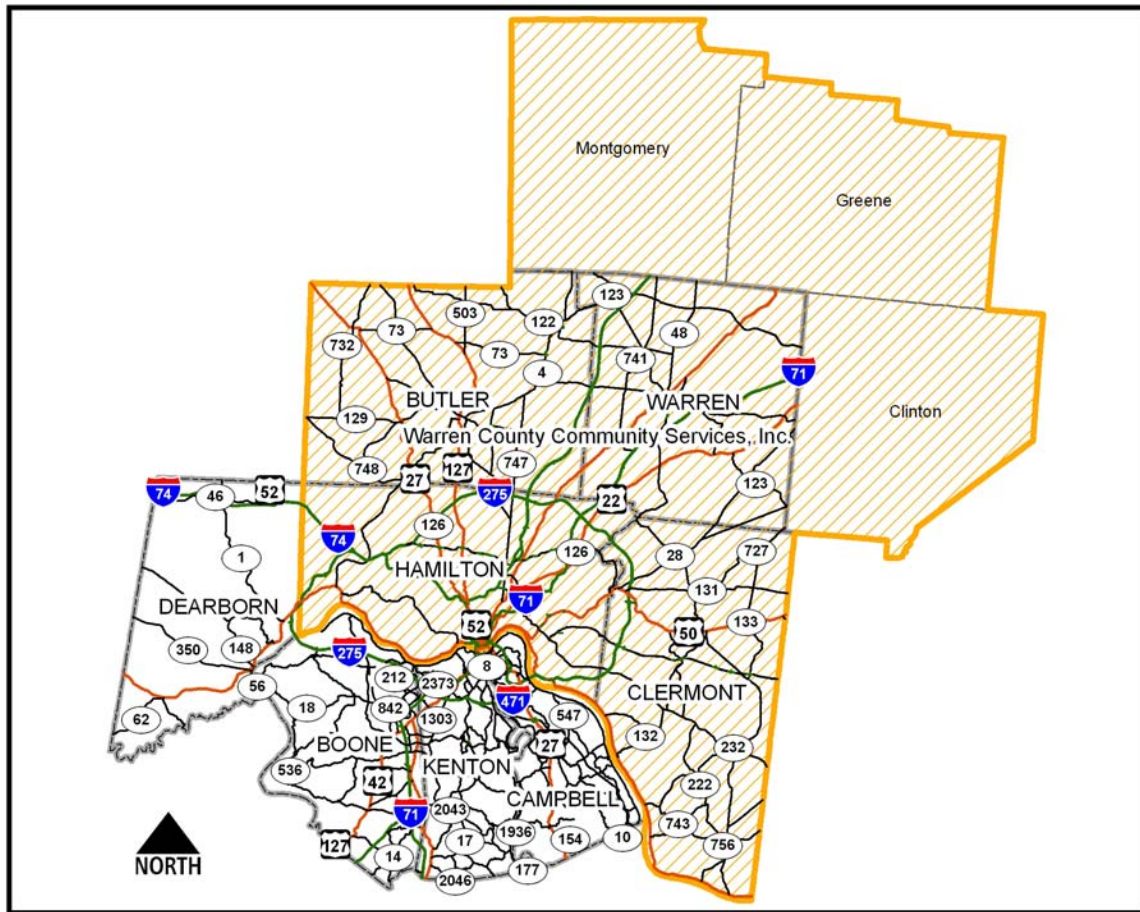
Members of the general public are not eligible to use these transportation services and fares are not charged to the clients.

The Warren County Board of MR/DD operates 14 vehicles, all of which are accessible.

The main challenges facing the transportation services operated by the Warren County Board of MRDD are:

- Benefit costs are rising disproportionately and absenteeism is making it difficult to staff routes and be competitive.
- Continual fluctuating of fuel prices makes budgeting difficult.
- Funding for day hab transportation and community employment transportation are important issues for MR/DD.

Warren County Community Services, Inc.



Warren County Community Services, Inc. (WCCS) is the largest and most comprehensive non profit provider of social services in Warren County. WCCS manages and administers four Head Start sites, Family Services, HEAP, as well as the weatherization program. WCCS houses the United Way Information and Referral service and the Retired and Senior Volunteer program. The county Elderly Services Program case management and intake and assessment team are administered by WCCS. In addition, WCCS manages 9 subsidized senior housing communities in the county and one family site. WCCS provides noon lunch for seniors at 7 locations throughout the county as well as Meals on Wheels to over 550 area seniors on a daily basis. The 741 Senior Center, homemaking, personal and respite care, independent living assistance and supportive services are available to area seniors. The Assisted Senior Transportation program complements, and in many instances allows access to, many WCCS services for older adults.

The WCCS Assisted Senior Transportation Program is a critical part of the service network that keeps many seniors independent. Assisted transportation is

necessary for access to medical services, to keep seniors connected to their community and engaged in a quality life.

The geographical service area incorporates a large area in the region. Passengers are picked up in Warren County and transported to destinations in Warren, Butler, Hamilton, Montgomery, Greene, Clinton and Clermont counties.

Eligibility requirements for transportation services offered through the Warren County Community Services, Inc. include:

- Warren or Butler County resident
- 60 years of age or older
- Must have functional limitation that prevents independent driving

Service hours are from 8:00 a.m. to 4:30 p.m. Monday through Friday, with exceptions for early and late runs.

The service areas most frequently requested include: doctors' offices in Kettering, CEI in Montgomery, Jewish Hospital, Christ Hospital and Clinton Memorial Hospital.

Service has been requested outside the 7-county service area, but is not available through the WCCS transportation services.

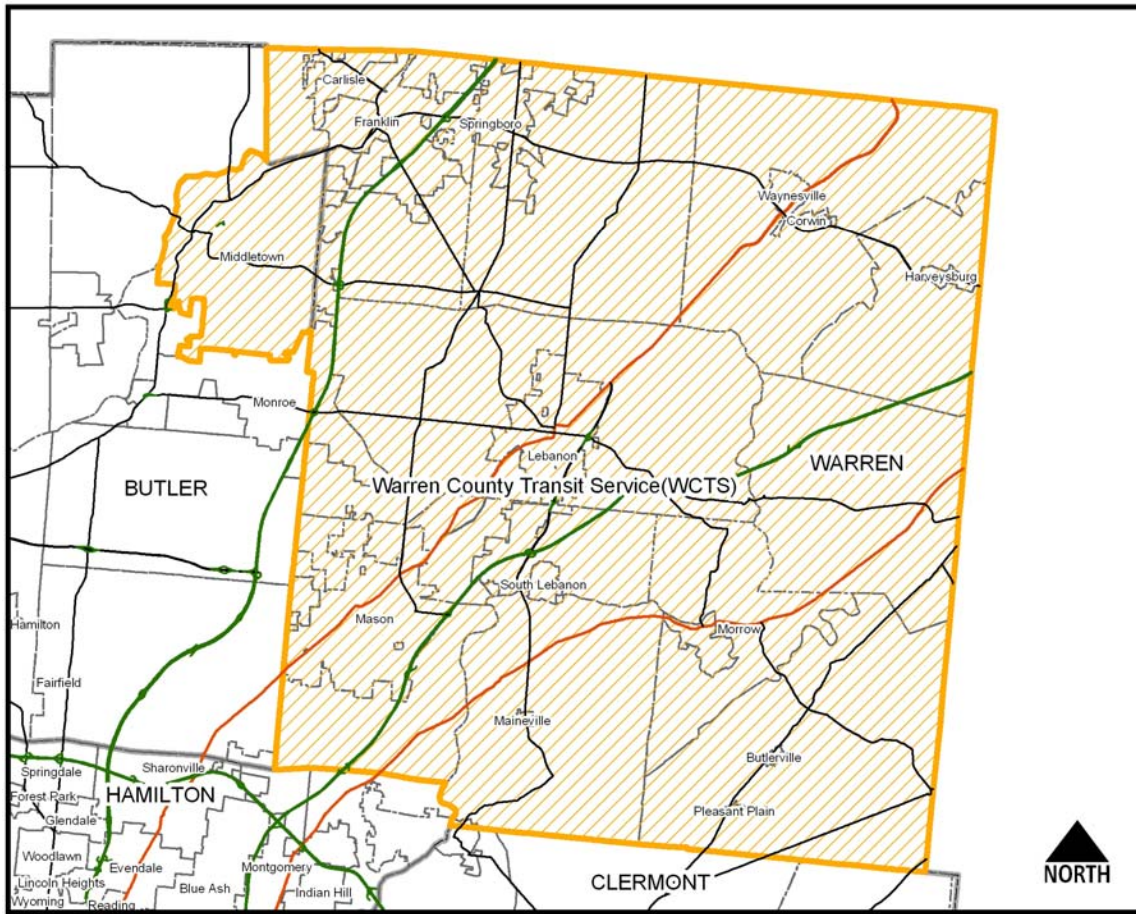
Fares: WCCS does not charge a fare for transportation services. ESP clients may have a co payment for transportation services charges and are paid to the program, not to the provider.

WCCS operates 6 vehicles, 3 of which are accessible.

The main challenges facing the transportation services offered through WCCS are:

- Program funding
- Many clients need door to door assistance
- Maintaining a fleet of road worthy, dependable vehicles
- Non medical transportation services have limited availability
- Lack of affordable and user friendly computer software to assist with scheduling and dispatching

Warren County Transit Service



Warren County Transit Service (WCTS) is the public transit operator in Warren County. WCTS seeks contracting opportunities when possible to increase efficiency and will coordinate with other agencies to reduce duplication of effort. There are no restrictions on who may use the service. The geographic service area is Warren County with limited service along I-75 to Dayton and to 3 points in the City of Middletown.

Service hours are from 6:00 a.m. to 6:30 p.m. Monday through Friday, excluding certain holidays.

The areas most frequently served by WCTS include the One-Stop Center, Otterbein, Towne Mall, Warren County Government campus, YMCA, Wal Mart in the Turtlecreek Center, Mason Community Center, Deerfield Town Center and Bethesda Arrow Springs.

The following destination has been requested, but is not available through WCTS—Kettering Memorial Hospital in Dayton.

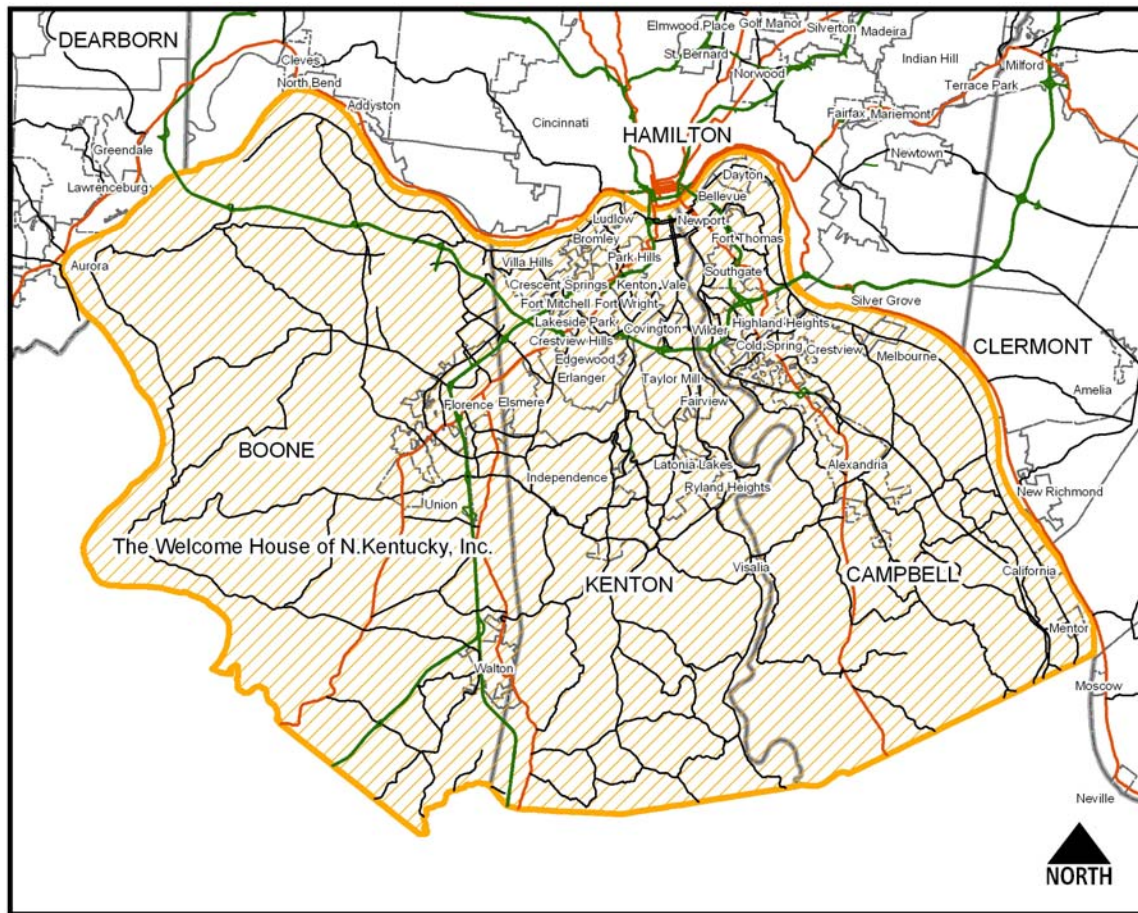
Fares: In County--\$1.50
 In County Elderly & Disabled Fare--\$0.75
 Middletown--\$1.50
 Dayton--\$3.00 plus \$1.00 connecting fee

WCTS operates 19 vehicles, 14 of which are accessible.

The main challenges facing WCTS are:

- Increase in demand for service due to population growth
- Urbanization of the northern and southern parts of the county have lead to a strain on the system
- Urbanization may lead to designation of urban system from rural system after next census. This would cause the county to lose about 1/2 of its operating funds.

Welcome House of Northern Kentucky, Inc.



The Welcome House of Northern Kentucky has 3 locations in Covington providing a continuum of services for people living in poverty in the Northern Kentucky area, including Boone, Campbell and Kenton counties.

The program services include: emergency assistance; emergency shelter for homeless women and children; family case management; payee ship for clients with a mental illness, a collaborative homeless outreach project, employment services and a model supportive housing and self sufficiency program.

Individuals participating in the Welcome House activities are eligible to use the transportation services, which are available 24 hours a day, seven days a week. The geographic service area for transportation is Boone, Campbell and Kenton counties.

The areas most frequently served by the Welcome House of Northern Kentucky transportation services are Covington and urban Kenton County and extend throughout Campbell, Boone and non-urban Kenton counties.

The following destinations are not served by the Welcome House of Northern Kentucky:

Areas outside the public transportation network—Richwood, Burlington, Independence, Alexandria and Walton.

Areas inside the public transportation network with limited routes and schedules for night shifts and weekends.

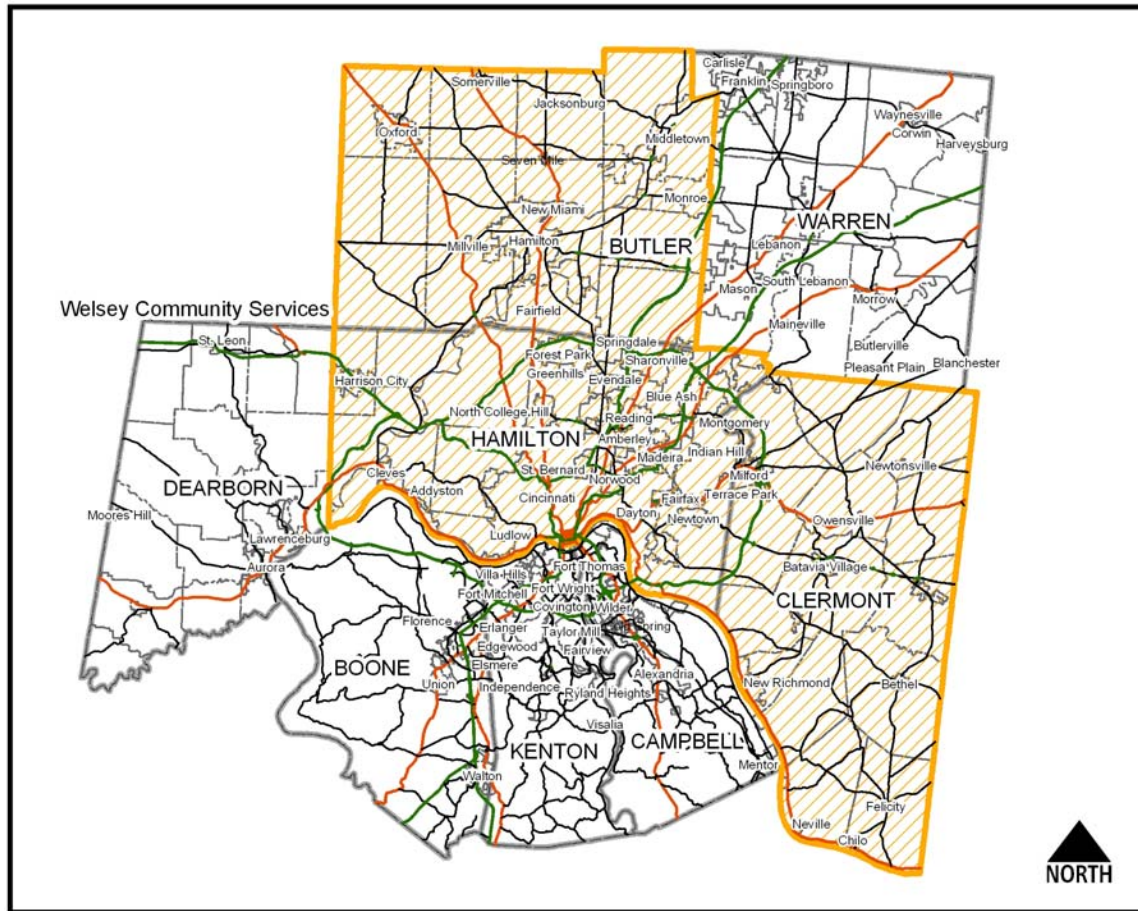
Fares: Welcome House of Northern Kentucky does not charge a fare for its transportation services.

Welcome House of Northern Kentucky operates one 5-passenger minivan that is not accessible.

The main challenges facing the Welcome House of Northern Kentucky are:

- Over 80 percent of clients have no access to private transportation
- There is a gap between public transportation network services and the needs of Welcome House clients and the low income public
- Transportation is a primary factor in attaining and retaining employment
- Welcome House clients have substantial obstacles to accessing jobs and training located in outlying, non urban areas.
- Once employment is secured, wages are often too low to afford transportation to work

Wesley Community Services



Wesley Community Services supports seniors in their desire to stay in their homes for as long as possible. The agency provides medical transportation, homemaker services and meals on wheels in the Greater Cincinnati area.

Eligibility requirements include Council on Aging approved clients, usually 65 years of age and older with medical problems. Wesley Community Services can transport persons in wheelchairs. The geographic service area includes Butler, Clermont and Hamilton counties.

Service hours are from 4:00 a.m. to 8:00 p.m. Monday through Saturday.

The areas most frequently served by Wesley Community Services include area hospitals, dialysis centers and chemotherapy/radiation therapy treatment centers.

Fares: Wesley Community Services charges a fare for its transportation services that averages \$25 for a one-way trip or \$30 one-way with a wheelchair.

Wesley Community Services operates 14 vehicles ranging in size from sedans to larger vans that can hold up to 8 ambulatory persons with 2 wheelchair positions or 6 ambulatory persons with 3 wheelchair positions.

The main challenges facing the transportation services offered through Wesley Community Services are:

- Rising operating costs

Table 2

Identified Gaps in Transportation Service in the OKI Region

Ohio:

Identified by:

Butler County

Affordable fares for general public
transportation in Butler County*
Middletown to Hamilton*

Butler County RTA
December Roundtable Meeting
Middletown Transit
December Roundtable Meeting
Middletown Transit
Middletown Transit
Middletown Transit
Middletown Transit
Southwestern Ohio Serenity Hall
December Roundtable Meeting
December Roundtable Meeting
General Public Survey
General Public Survey
General Public Survey

Union Centre area

Tri County Mall

Dayton Mall

Greyhound Stations (Cincinnati or Dayton)
2nd & 3rd work shifts in Butler County*

Medical appointments across county lines
Service in entire county non-existent
Butler County to Cincinnati
Hamilton to University of Cincinnati

Clermont County

Urban shuttle to downtown Cincinnati
Eastern portion of county (all times)
Service between rural and urban sections
of Clermont County (in-county service),
including senior citizens' centers*
Funding for operations at CTC*
Limited hours of service*
Clermont County to Univ. of Cincinnati

December Roundtable Meeting
December Roundtable Meeting

December Roundtable Meeting
December Roundtable Meeting
December Roundtable Meeting
General Public Survey

Hamilton County

Hospitals in Hamilton County
Western Hamilton County
University Hospital
Montgomery
Western Hamilton County
Cincinnati (from Butler County)

ARK Transportation
Clermont Senior Services
Clermont Transportation Connection
Senior Independence, Anderson
Clermont Senior Services, Inc.
Deardoff Senior Citizens Center
Oxford Talawanda Comm., SELF
December Roundtable Meeting
December Roundtable Meeting

Directing individuals to service assistance*
2nd and 3rd shift gaps in service*
Recreational needs for wheelchair
service is limited (senior citizens' centers)
Limited service outside I-275 beltway
Accessible taxis non-existent*

December Roundtable Meeting
December Roundtable Meeting
December Roundtable Meeting

Identified Gaps in Transportation Service in the OKI Region (continued)

Ohio:

Warren County

Limited service to Maineville
Limited hours of service*
Eastern portion of Warren County
Sites along I-71/I-75 corridors
Coordination/sharing of resources*
Loss of operating funds in 2012*

Identified by:

Otterbein Lebanon Adult Day
December Roundtable Meeting
December Roundtable Meeting
December Roundtable Meeting
December Roundtable Meeting
December Roundtable Meeting

Kentucky:

Boone County

Night shifts/weekends
2nd shift entry-level positions*
2nd and 3rd shift gaps in service*
Lack of weekend service
Burlington
Florence and Richwood

Walton
Weekend or late night service to:
Burlington, Hebron, Richwood,
South Florence, Walton
Areas outside I-275 beltway
Lack of paratransit service after 4 p.m.
No centralized information center*
Late night weekend service in Florence
Advance scheduling requirements for
RAMP and Daytripper are too long

Welcome House of Northern KY
December Roundtable Meeting
December Roundtable Meeting
December Roundtable Meeting
Welcome House of Northern KY
Welcome House of Northern KY
General Public Survey
Welcome House of Northern KY

December Roundtable Meeting
December Roundtable Meeting
December Roundtable Meeting
December Roundtable Meeting
General Public Survey

General Public Survey

Campbell County

Night shifts/weekends
2nd shift entry-level positions*
2nd and 3rd shift gaps in service*
Lack of weekend service
Alexandria
Weekend or late night service to:
Alexandria, Wilder
Areas outside I-275 beltway
Advance scheduling requirements
for RAMP and Daytripper are too long
No centralized information center*

Welcome House of Northern KY
December Roundtable Meeting
December Roundtable Meeting
December Roundtable Meeting
Welcome House of Northern KY

December Roundtable Meeting
December Roundtable Meeting

General Public Survey
December Roundtable Meeting

Identified Gaps in Transportation Service in the OKI Region (continued)

Kentucky:

Kenton County

Night shifts/weekends	Welcome House of Northern KY
2 nd shift entry-level positions*	December Roundtable Meeting
2 nd and 3 rd shift gaps in service*	December Roundtable Meeting
Lack of weekend service	December Roundtable Meeting
Independence	Welcome House of Northern KY
Weekend or late night service to:	
Independence, Taylor Mill	December Roundtable Meeting
Areas outside I-275 beltway	December Roundtable Meeting
Advance scheduling requirements	
for RAMP and Daytripper are too long	General Public Survey
No centralized information center*	December Roundtable Meeting

* Indicates top gaps identified during December Roundtable Small Group Meetings

SUMMARY OF RECOMMENDED ACTION STRATEGIES

Goal 3: Strategies to Address the Identified Gaps in Service

After the existing transportation services for individuals with disabilities, older adults and persons with limited incomes were assessed and gaps in service identified, the next goal was to develop strategies to address the gaps in service. These strategies will help address the most important gaps identified in the region and summarize the regional priorities established with the Coordinated Plan.

- Repetitive Gaps in Service--There were similar gaps in service that were identified by the surveys for both transportation operators and the general public, and also identified during the Transportation Roundtable Meeting in December 2006. The more groups that identify a similar transportation gap indicate the more pervasive the problem is within the region. **These gaps represent those that are the most prevalent in the region** and are identified in notes from the December Roundtable Meeting (pages 5 – 9) and in Table 2 on pages 97 – 99:

Job Access/Reverse Commute (eligible low income individuals):

- Affordable fares to/from employment sites
- Transportation for 2nd and 3rd shift employment
- Transportation for weekend employment
- Transportation to employment sites around the I-275 beltway

New Freedom (individuals with disabilities):

- Affordable fares
- Transportation to hospitals and medical appointments
- Transportation in rural areas of the region
- Transportation during evenings and weekends

Specialized Transportation (elderly persons and persons with disabilities):

- Transportation to hospitals and medical appointments
- Transportation to senior centers/congregational activities
- Transportation in rural areas of the region
- Centralized Information Center

- Targeted Population--The JARC, New Freedom and Specialized Transportation federal programs have goals to provide assistance in meeting transportation needs for specific populations:
 - JARC aims to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals.

- The New Freedom program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society.
- The Specialized Transportation program provides federal funds for the purchase of equipment to support transportation services for the elderly and people with disabilities where existing transportation is unavailable, inappropriate, or insufficient.

Applications for Section 5310, 5316 and 5317 federal funds in the OKI region that address the most important regional gaps in transportation services identified above will receive a higher score than those that do not.

OKI has developed a Participation Plan which addresses the agency's efforts to involve the public in transportation decision-making and for assessing the equity in transportation investments. OKI has defined target groups and areas for five environmental justice populations: Minority, Low-Income, People with Disabilities; Elderly populations; and Zero-Car Households. This process uses census data to identify where these groups are most concentrated in the region. The data, and their associated maps, are based on U.S. 2000 Census data. Where the concentration of an environmental justice population group meets or exceeds the regional average and has a population of more than 100 persons, the environmental justice population is considered to be part of a target group and area. The definition process is based on small-area data that results in the identification of multiple, non-contiguous areas with environmental justice population concentrations. For each group, these dispersed concentrations are referred to collectively as a Target Area. The definition of Target Groups and Areas is based on guidance published by the Ohio Department of Transportation (*Guidance and Best Practices for Incorporating Environmental Justice into Ohio Transportation Planning and Environmental Processes, Draft, August, 2002*).

The composition of the five environmental justice population groups is defined in federal documents related to Environmental Justice and in U.S. Census 2000 data sources, as indicated below. Since the JARC and New Freedom programs aim their resources at low-income and disabled populations, only these two groups will be used in evaluating applications for these federal funds in the Cincinnati urbanized area.

Low-income, as defined in final U.S. DOT Order on Environmental Justice (Federal Register April 15, 1997), refers to people in households where the median income is at or below poverty level. In 2000, the poverty threshold for a family of four was \$18,000.

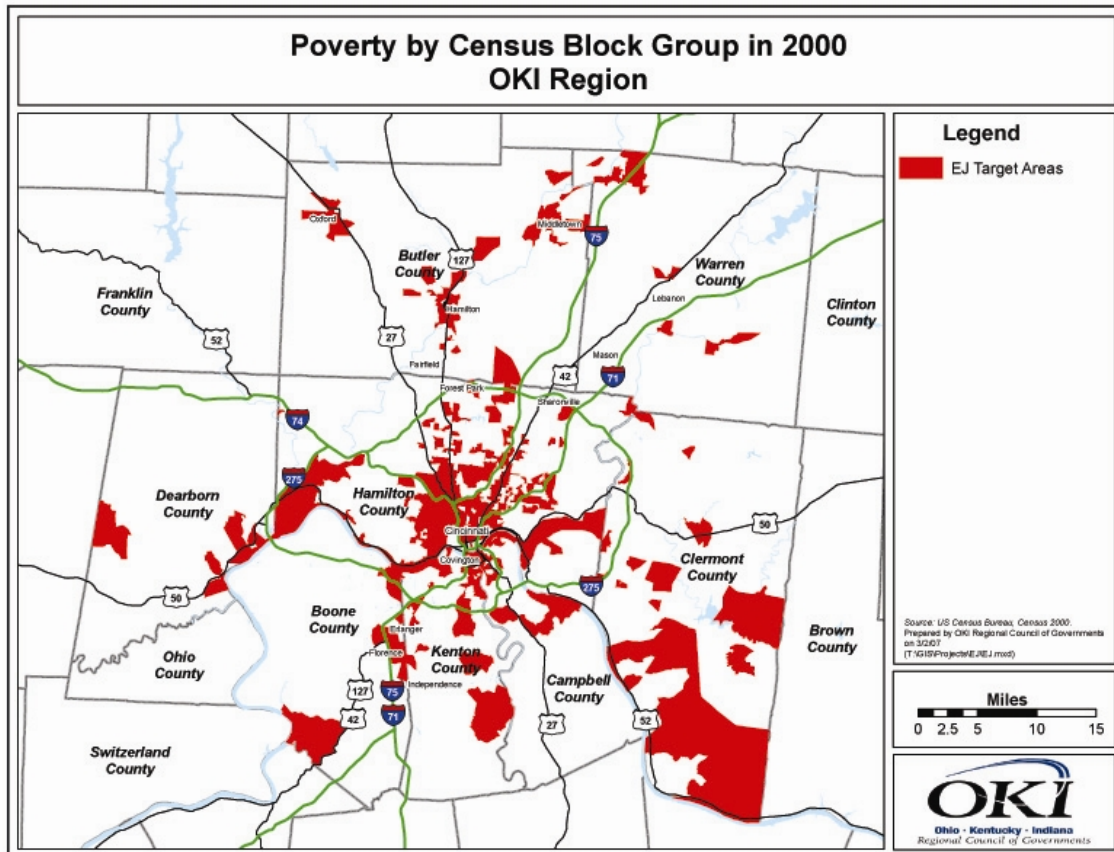
People with Disabilities includes non-institutionalized persons aged 16-64 who have a sensory, physical, mental or self-care disability; going outside the home disability; or employment disability.

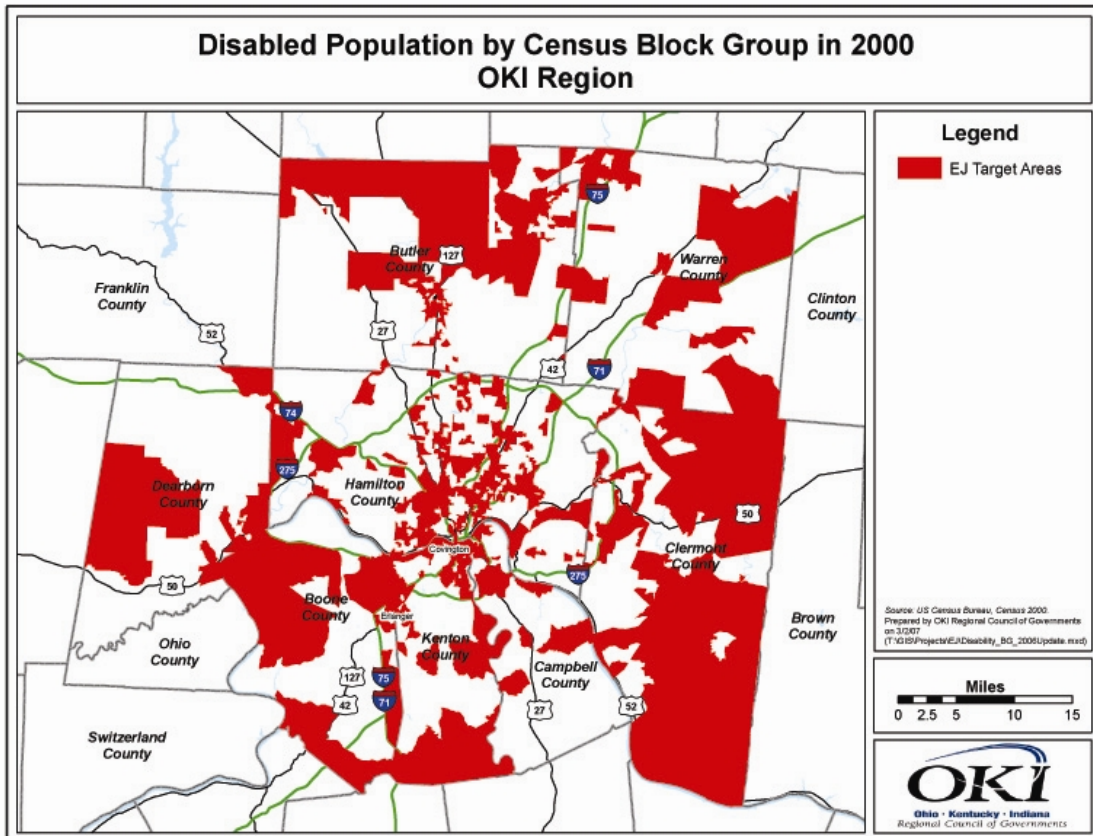
The maps on the following pages can be used to determine where concentrations of low-income, elderly persons and people with disabilities are located in the OKI region. Applicants will be able to determine if their transportation project impacts these two populations as required for JARC and New Freedom federal funds. Section 5310 applicants will also be able to determine if their project is in an area where concentrations of elderly persons and disabled persons are located.

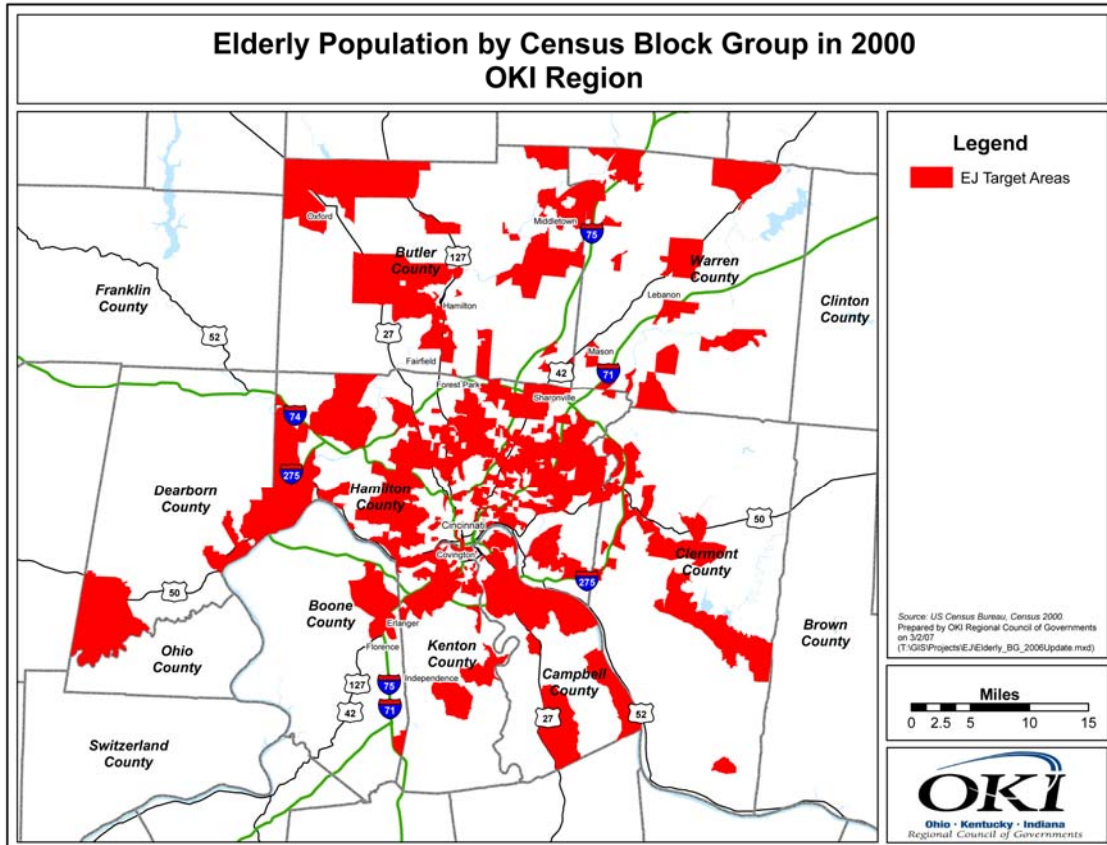
In addition to the maps illustrating where concentrations of low income, elderly persons and disabled persons reside in the region, a map showing where employment concentrations is also included. This map should be used by JARC applicants to ensure their projects not only serve the targeted population, but also provide service to areas where employment centers are located.

- Sustainability--Once a project has been initiated, it is important that the project sustain itself. The low-income or disabled population may become dependent upon the services funded with JARC and New Freedom federal funds and applicants need to take precaution that these services can be continued should the JARC and New Freedom federal funds become unavailable in the future. Some federal funds have limitations on their availability. For example, CMAQ funds used for operational projects have a three-year limitation. After that demonstration period, the projects must find other funding mechanisms to continue operations. JARC and New Freedom applications in the Cincinnati urbanized area should indicate how their projects will be sustained after the funding period is complete. This strategy ensures that stronger projects that demonstrate alternate funding sources will receive higher priority.
- Long Range Plan Goals--The OKI 2030 Regional Transportation Plan includes eight goals that attempt to provide transportation opportunities in an equitable manner and were developed with considerable attention to environmental justice ideals. Strategies to address identified gaps in service in the OKI region should include these regional transportation goals:
 - Improve travel safety—the transportation system should provide for reducing the risk of accidents that cause death or injuries and provide for the security of transportation users.
 - Improve accessibility and mobility options for people and goods—improvements are needed both for expanding the present system and improving its efficiency.
 - Protect and enhance the environment—strategies that promote the effective and efficient use of land and natural resources would reduce mobile source emissions and would also have a beneficial effect on other environmental issues and quality of life.

- Enhance the integration and connectivity of the transportation system—a functional transportation system is one that allows people and goods to travel efficiently between their desired destinations.
- Promote efficient system management and operation—the Congestion Management System (CMS) is a systematic process for managing congestion that provides information on transportation system performance and on alternative strategies for alleviating congestion and enhancing the mobility of persons and goods to levels that meet state and local needs.
- Emphasize the preservation of the existing transportation system—in light of limited federal and state resources, there is a real need to generate funds from within the region for transportation improvements.
- Support economic vitality—the transportation network can support the economic vitality of the region by enabling global competitiveness, productivity and efficiency.
- Consider regional security—a regional security strategy relates to sustainable prevention, detection, response and recovery efforts to protect regional transportation systems' critical infrastructure from terrorism or other emergency incidences.







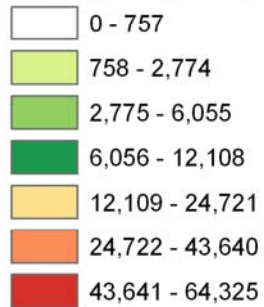
2005 Employment Density

OKI Region

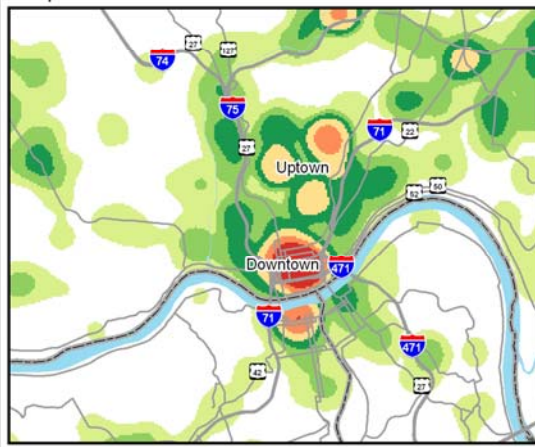
Legend

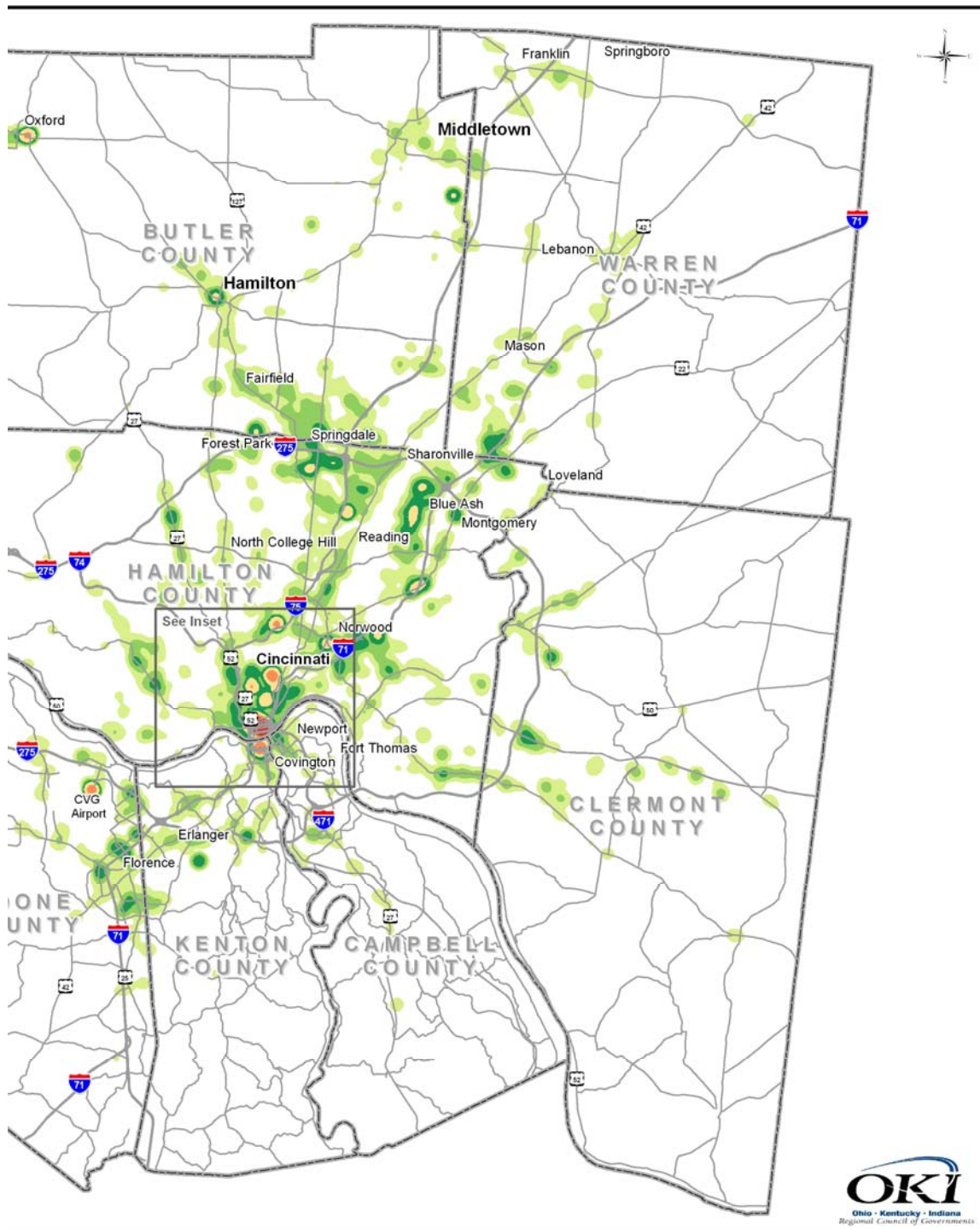
2005 Employment Density

Employees per Square Mile



Map Inset





Goal 4: Identification of Coordination Actions to Eliminate or Reduce Duplication in Services & Create More Efficient Utilization of Resources

- Coordination—Table 1 on pages 11 and 12 indicate there are a number of organizations that operate transportation in the region. The importance of coordination in eliminating or reducing service duplication is an important strategy in making the best use of limited funds. Those projects which include coordination will help meet the goal of decreasing duplicate services and increasing cooperation among agencies. Applicants for JARC and New Freedom federal funds in the Cincinnati urbanized area that demonstrate coordination will help meet this goal. Strategies to meet this goal include, but are not limited to:
 - Identify other agencies in the service area for the proposed project and demonstrate an attempt to coordinate.
 - Compare service hours and areas of nearby agencies with those that are being proposed in the application.
 - Review and describe any impediments to coordination, such as funding or agency restrictions.
 - Document any coordination efforts undertaken by the applicant.

PRIORITIZATION OF APPLICATIONS FOR JARC/NEW FREEDOM FUNDS

Goal 5: Prioritization of Implementation Strategies

The last requirement for the Coordinated Public Transit-Human Services Transportation Plan is the development of a prioritization process to determine how applications for JARC and New Freedom federal funds allocated to the Cincinnati urbanized area will be reviewed, ranked and funded. A separate, stand alone document, which is attached to the application form, has been written that clearly explains strategies that will be reviewed in the prioritization process.

The prioritization process includes the following strategies:

- How the proposed project will help fill gaps in service identified in the Coordinated Public Transit-Human Services Transportation Plan for the Cincinnati urbanized area.
- What strategies the project undertakes to fill the gaps in transportation service that have been identified.
- How the proposed project serves the targeted populations. For JARC applications, applicants must also provide documentation that they will service employment areas identified in the Coordinated Plan.
- What coordination efforts the applicant has undertaken to help eliminate or reduce duplication in transportation services.